

OFFICE OF ADMINISTRATION

Program Description Forms 2026

**Kenneth J. Zellers, Commissioner
Office of Administration**

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PROGRAM DESCRIPTION	
Department: Office of Administration	HB Section(s): 5.005
Program Name: Office of Equal Opportunity	
Program is found in the following core budget(s): Office of Equal Opportunity	
<p>1a. What strategic priority does this program address?</p> <p>The Office of Equal Opportunity (OEO) exists to ensure there is no discrimination in the executive branch of Missouri government against persons on the account of race, color, religion, national origin, sex, ancestry, age, sexual orientation, veteran status or disability in employment practices and the provision of services and operation of facilities. OEO promotes equal opportunities and a diversified workforce within state government and works to assist minorities, women, and service-disabled veterans with the platform to participate in the State of Missouri's procurement opportunities for various supplies, construction, equipment, and services, thereby supporting the growth of small businesses and economic development for Missouri. These programs are supported by robust outreach, development, and engagement efforts. OEO ensures compliance with all applicable anti-discrimination laws in employment and the provision of services.</p> <p>1b. What does this program do?</p> <p>Workforce Diversity and EEO Program – OEO will assist and support state executive departments:</p> <ul style="list-style-type: none"> - In their efforts to build and retain a welcoming, inclusive and accessible environment that promotes and encourages equal opportunities for its workforce - Maintain equal opportunities in employment and an inclusive workforce through assisting and monitoring the creation of the executive departments' required annual workforce diversity plans. These plans allow OEO to promote an inclusive workforce while monitoring and ensuring compliance with applicable anti-discrimination laws. - Developing and implementing strategies and programs designed to support the retention and success of our state employees and workforce. <p>Supplier Diversity Program - OEO:</p> <ul style="list-style-type: none"> - Establishes the Minority, Women and Service-Disabled Veteran-owned Business Enterprise (MBE/WBE/SDVE) Certification programs that certify businesses to participate in procurement opportunities in both private and public sectors. - Maintains a current directory of certified MBE/WBE/SDVE's, while encouraging the utilization of these certified businesses by executive departments in state procurements and contracting. - Develops and promotes access to information, resources, and capital that will lead to contracting opportunities and assists in the growth of small business and economic development for the state of Missouri. <p>Outreach and Engagement – OEO:</p> <ul style="list-style-type: none"> - Supports Workforce and Supplier Diversity Programs and the state procurement and purchasing efforts though the development of partnerships and Memorandums of Understanding (MOU's). <p>2a. Provide an activity measure(s) for the program.</p> <p>Workforce Diversity and EEO</p> <ul style="list-style-type: none"> - Review policies, programs, and training for EEO compliance with applicable anti-discrimination laws. - Demographics of state team members in executive, director, and supervisory positions - Demographics in the workforce compared to the Bureau of Labor Statistics for the state and by region. - 	

PROGRAM DESCRIPTION

Department: Office of Administration

HB Section(s): 5.005

Program Name: Office of Equal Opportunity

Program is found in the following core budget(s): Office of Equal Opportunity

Supplier Diversity:

- Number of MBE/WBE/SDVE certifications on annual basis
- Number of certifications renewed or recertified.

2b. Provide a measure(s) of the program's quality.

- Customer Satisfaction Surveys for M/WBE and SDVE
- Average number of days to process certification applications.
- Demographics of applicants for state employment compared to the Bureau of Labor Statistics numbers by state and region.

2c. Provide a measure(s) of the program's impact.

- Increase utilization of MBE/WBE/SDVE vendors in state procurement opportunities
- Increase the representation of employees in the state workforce that reflects the rich diversity of the citizens of Missouri at all levels of employment.

2d. Provide a measure(s) of the program's efficiency.

(i) Certifications

	Total new M/WBE applications received	Standard	Rapid In-State	Rapid Out-of-State
FY24	358	271	24	63
FY23	294	239	19	36
FY22	292	229	16	47

	Total M/WBE certified vendors	MBE	WBE	M/WBE	SDVE
FY24	1658	438	872	348	198
FY23	1493	400	828	336	187
FY22	1499	404	788	307	**

**SDVE Program administered by Division of Purchasing.

(ii) Workforce Diversity

	FY24	FY23	FY22	FY21	Increase/Decrease FY23 – FY24	Percent change FY23 – FY24
Total Minorities in Executive Departments	16.68%	14.86%	14.38%	14.74%	+1.82	12.2%
Total Women in Executive Departments	53.42%	54.60%	54.13%	54.33%	-1.18	-2.16%

PROGRAM DESCRIPTION

Department: Office of Administration

HB Section(s): 5.005

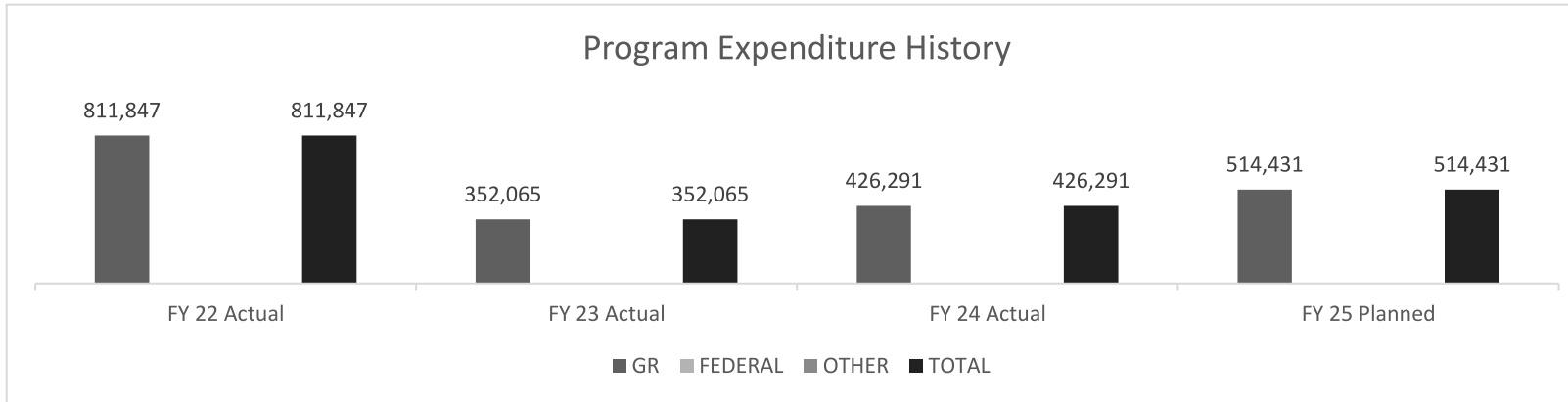
Program Name: Office of Equal Opportunity

Program is found in the following core budget(s): Office of Equal Opportunity

(iii) Outreach Events

	FY24	FY23	FY22
Number of events	46	42	58

3. Provide actual expenditures for the prior three fiscal years and planned expenditures for the current fiscal year. (*Note: Amounts do not include fringe benefit costs.*)



4. What are the sources of the “Other” funds?

None

5. What is the authorization for this program, i.e., federal or state statute, etc.? (Include the federal program number, if applicable.)

RSMo Sections 37.020, 37.023, and 34.074

6. Are there federal matching requirements? If yes, please explain.

No

7. Is this a federally mandated program? If yes, please explain.

No

PROGRAM DESCRIPTION	
Department: <u>Office of Administration</u>	HB Section(s): <u>5.015</u>
Program Name: <u>Accounting Operations</u>	
Program is found in the following core budget(s): <u>Accounting Operating</u>	
<p>1a. What strategic priority does this program address?</p> <p style="margin-left: 40px;">Increase efficiency in accounting functions.</p> <p>1b. What does this program do?</p> <p style="margin-left: 40px;">The Office of Administration, Division of Accounting, performs the controllership function for the State of Missouri. The Division of Accounting provides some of the following functions:</p> <ul style="list-style-type: none"> -Central Payroll Services: Produces state employee's payroll checks or direct deposits, and issues W-2 and Affordable Care Act (ACA) forms to employees in accordance with IRS requirements. -Central Accounting Services: Issues vendor payment checks; submits vendor payments via Automated Clearinghouse House (ACH); and provides vendors their 1099 tax form. In addition, assists with maintaining the Statewide Accounting System (SAM II) and MissouriBUYS system by maintaining the general ledger and monitoring system assurance reports. -Financial Reporting: Prepares the State's Annual Comprehensive Financial Report (ACFR) and other legally required reports, such as the annual Appropriation Activity Report and the Statewide Cost Allocation Plan (SWCAP); and monitors general revenue cash flow activity on both a daily and monthly basis. -Debt Management: Provides continuing disclosure information for outstanding debt to the Municipal Securities Rulemaking Board, issues annual State Debt Reports for transparency and accountability, and issues new or refunding bonds as needed. -Accounts Payable: Process and oversight of Office of Administration purchase orders, payments, journal vouchers, and budget documents. -Social Security: Administration of social security coverage for employees at state and local public entities. -ERP Implementation: The State is in the process of replacing SAM II, the State's legacy Enterprise Resource Planning (ERP) with a new ERP system as discussed in the OA/ITSD budget requests. The project includes Budget, Finance/Procurement, HR Core, and Learn modules which are scheduled to be implemented around 7/1/24. The Budget implementation is currently progressing in a hybrid implementation model where some departments will produce a budget with Brass and MOVERS this year. The Finance/Procurement, HR Core, and Learn implementation is expected to last 24 months. Tasks required for implementation are numerous. A short list includes: system design and configuration, workflow development, extensive testing, data migration, data reconciliation, training, change management and communication, some process redesign to take advantage of new features, and audits of system security. 	

PROGRAM DESCRIPTION

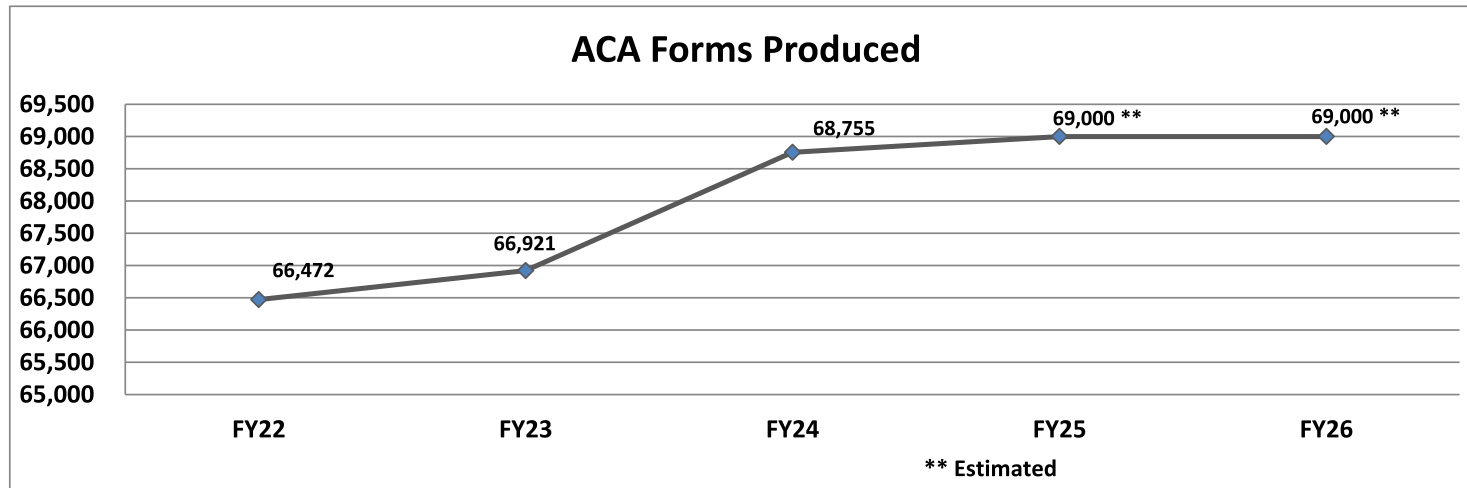
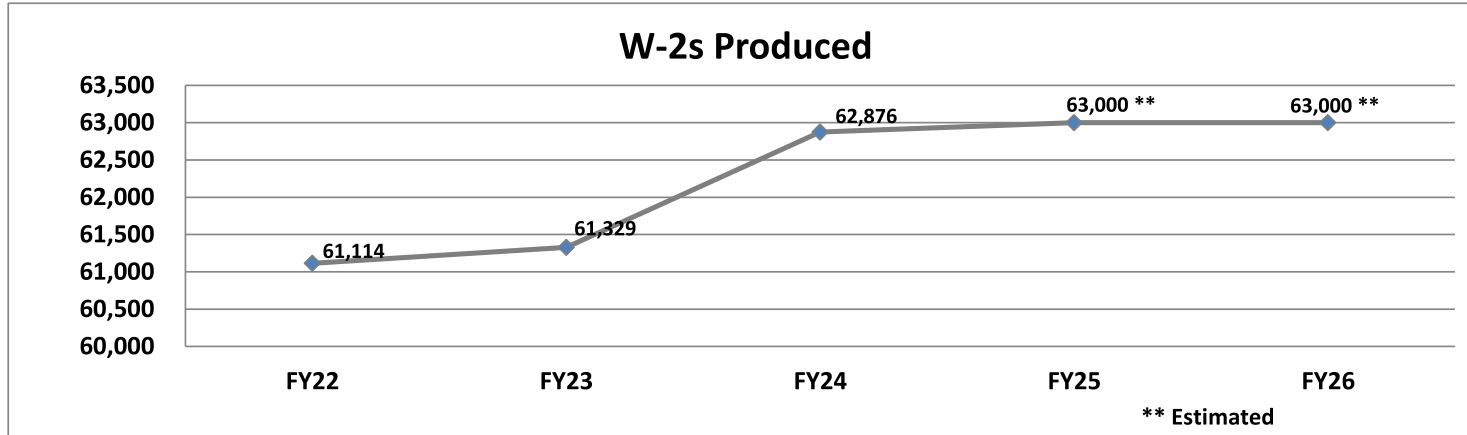
Department: Office of Administration

HB Section(s): 5.015

Program Name: Accounting Operations

Program is found in the following core budget(s): Accounting Operating

2a. Provide an activity measure(s) for the program.



PROGRAM DESCRIPTION

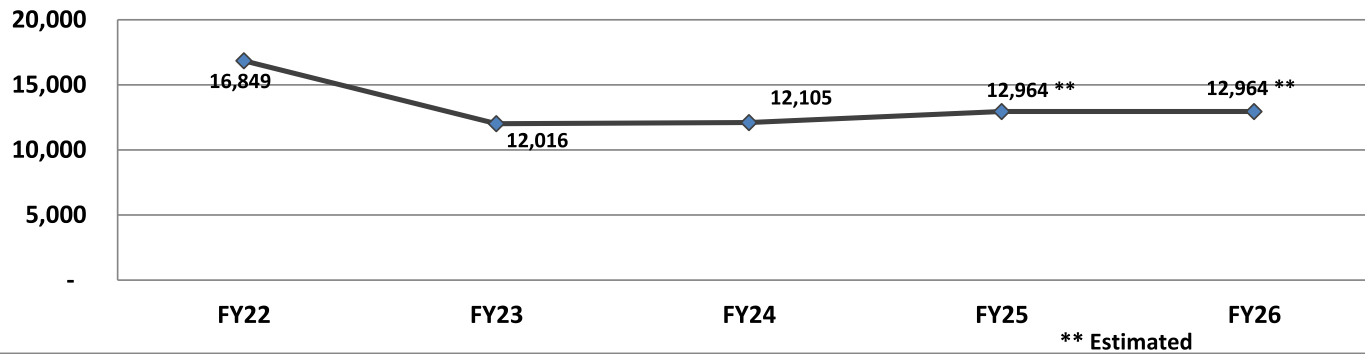
Department: Office of Administration

HB Section(s): 5.015

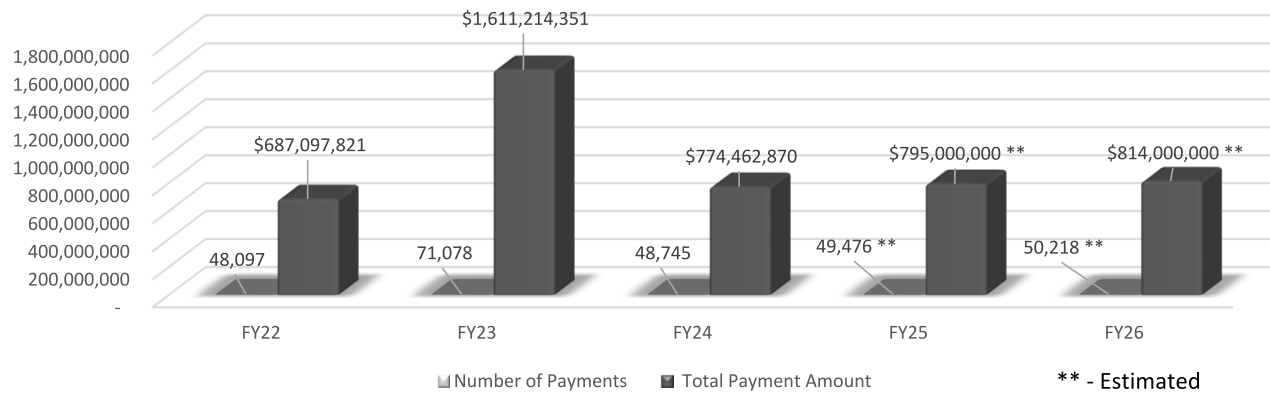
Program Name: Accounting Operations

Program is found in the following core budget(s): Accounting Operating

1099's Produced



OA Payments Reviewed



PROGRAM DESCRIPTION

Department: Office of Administration

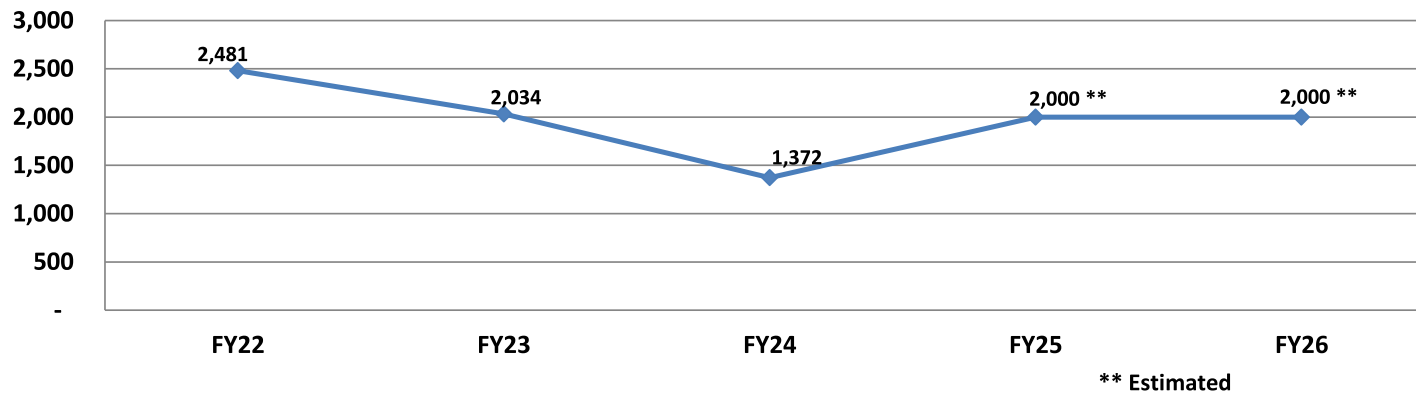
HB Section(s): 5.015

Program Name: Accounting Operations

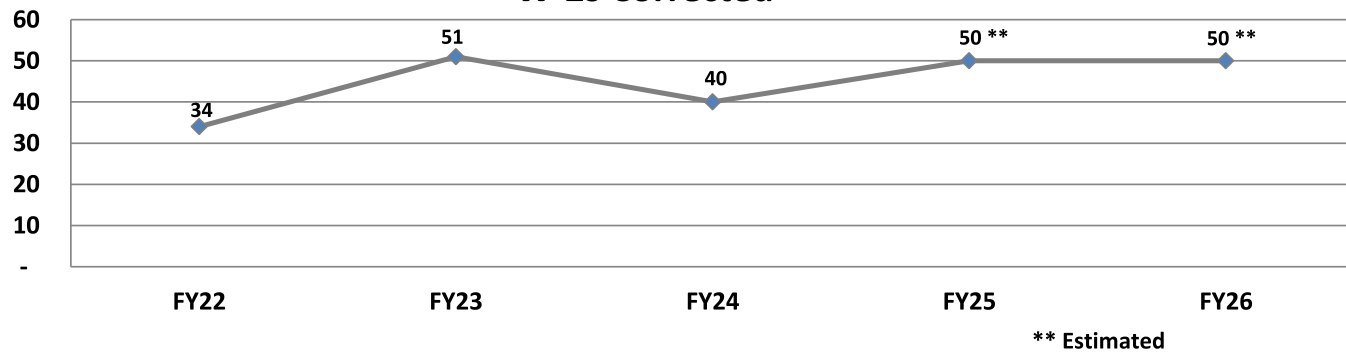
Program is found in the following core budget(s): Accounting Operating

2b. Provide a measure(s) of the program's quality.

Payroll Checks Corrected



W-2s Corrected



PROGRAM DESCRIPTION

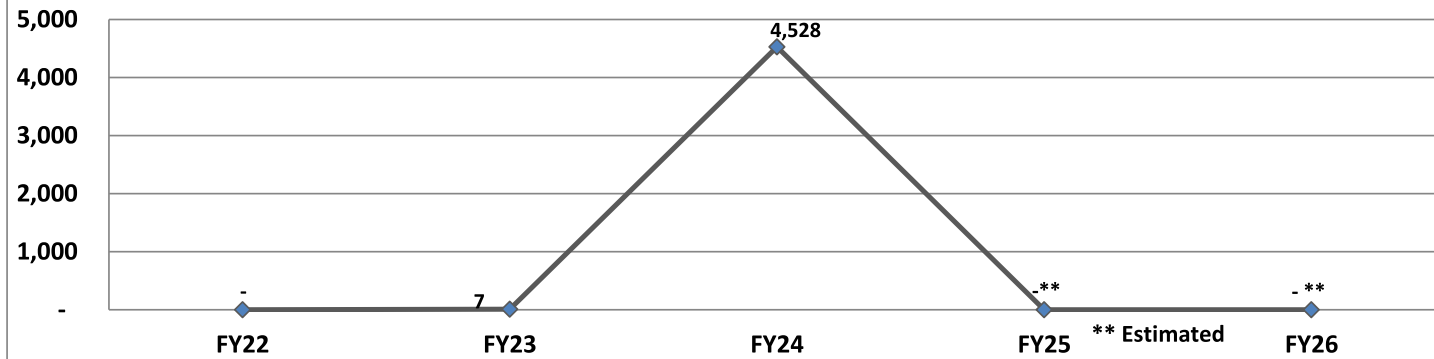
Department: Office of Administration

HB Section(s): 5.015

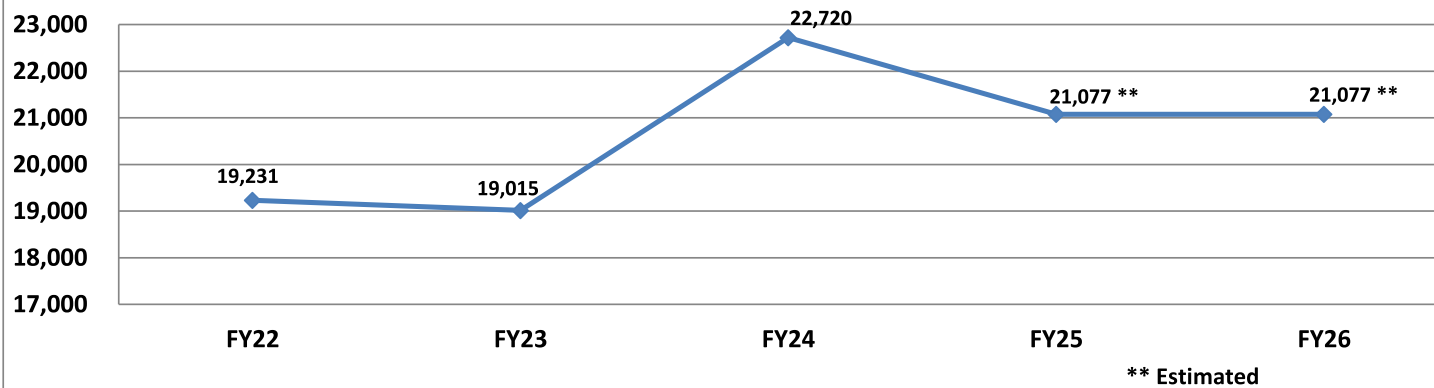
Program Name: Accounting Operations

Program is found in the following core budget(s): Accounting Operating

ACA Forms Corrected



Financial Documents Corrected



PROGRAM DESCRIPTION

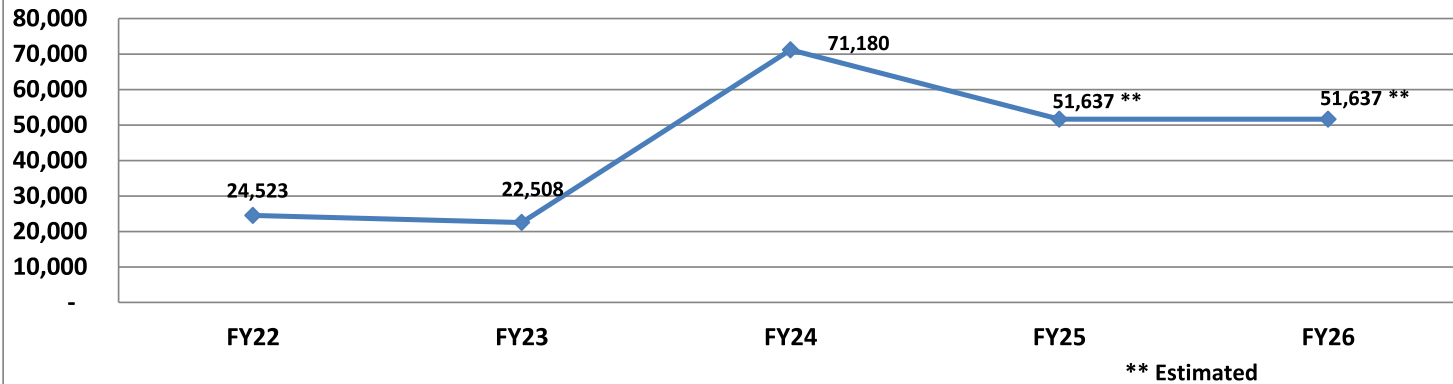
Department: Office of Administration

HB Section(s): 5.015

Program Name: Accounting Operations

Program is found in the following core budget(s): Accounting Operating

Financial Lines Corrected



1099's Corrected



**FY22 an additional 3,185 corrections were produced due to the COVID pandemic

PROGRAM DESCRIPTION

Department: Office of Administration

HB Section(s): 5.015

Program Name: Accounting Operations

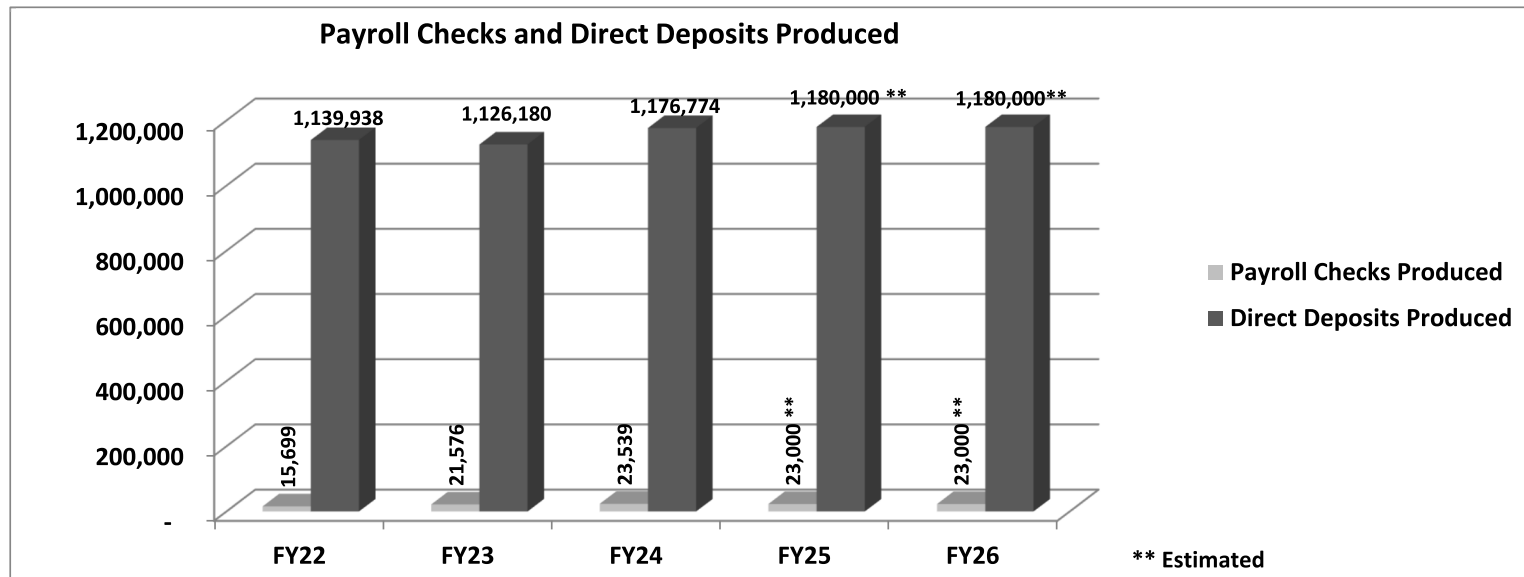
Program is found in the following core budget(s): Accounting Operating

2c. Provide a measure(s) of the program's impact.

Accounting is responsible for:

- Ensuring state employees are paid seamlessly and in a timely manner. The average number of active employees (both full-time and part-time) for FY23 was 51,963.
- Ensuring vendors are paid seamlessly and in a timely manner. The average number of active vendors for FY23 was 110,282.
- Management of the State debt. The State of Missouri was rated AAA with a stable outlook by Moody's, Fitch, and Standard & Poors rating agencies.
- Issuing financial reports. The State's FY22 Annual Comprehensive Financial Report (ACFR) was issued on March 24, 2023.

2d. Provide a measure(s) of the program's efficiency.



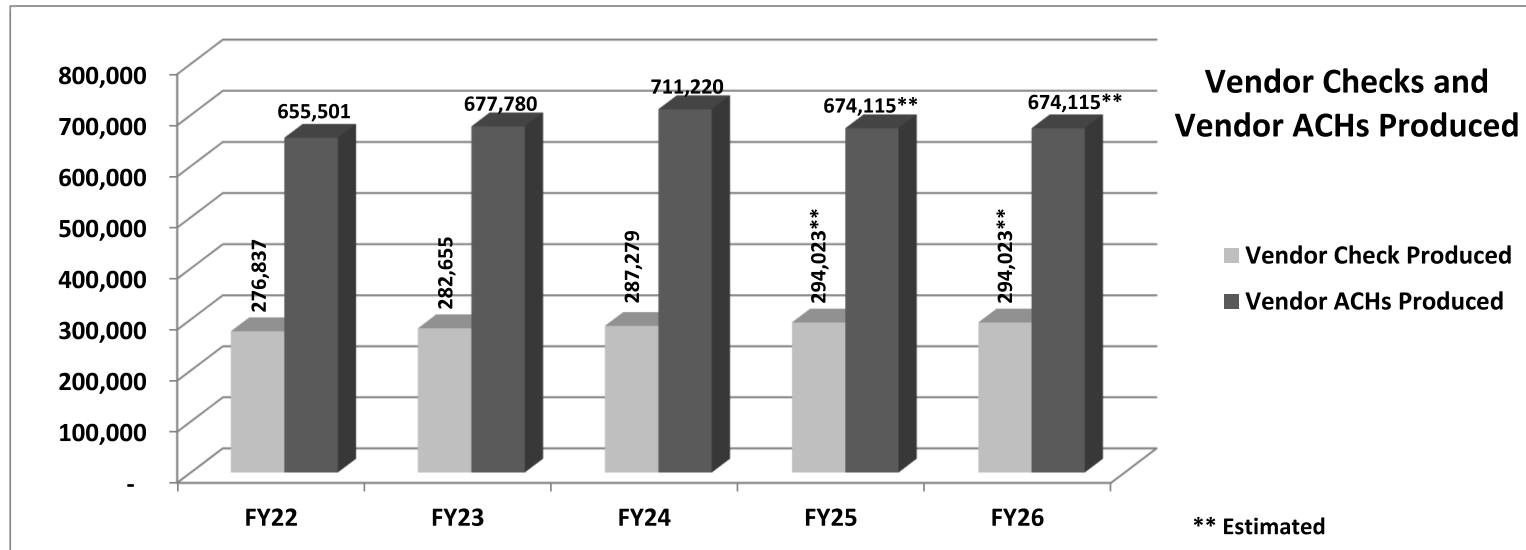
PROGRAM DESCRIPTION

Department: Office of Administration

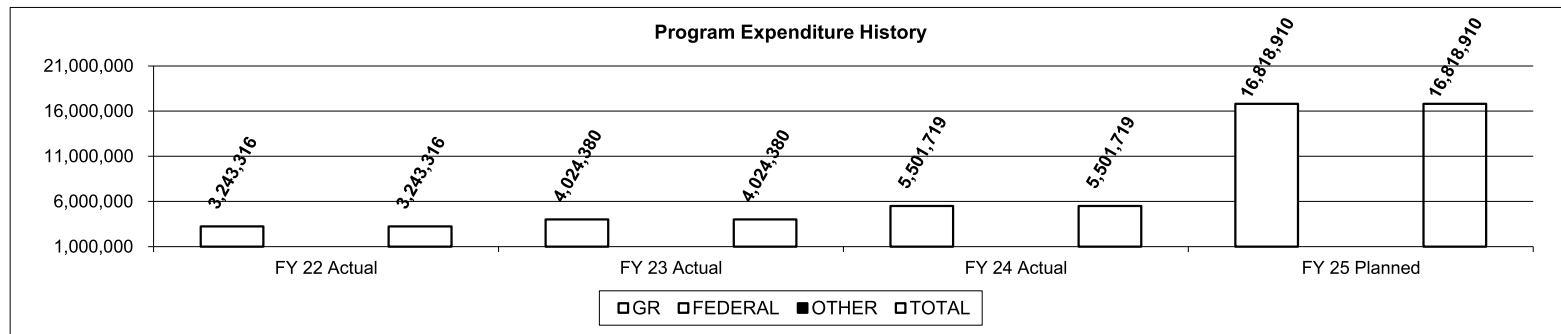
HB Section(s): 5.015

Program Name: Accounting Operations

Program is found in the following core budget(s): Accounting Operating



3. Provide actual expenditures for the prior three fiscal years and planned expenditures for the current fiscal year. (Note: Amounts do not include fringe benefit costs.)



Includes personal service and expense and equipment costs for support staff for the Debt Management Program, CMIA, and Other Federal Payment Program. Not cost beneficial to break those cost out because of the overlap of staff duties.

PROGRAM DESCRIPTION	
Department: <u>Office of Administration</u>	HB Section(s): <u>5.015</u>
Program Name: <u>Accounting Operations</u>	
Program is found in the following core budget(s): <u>Accounting Operating</u>	
<p>4. What are the sources of the "Other " funds?</p> <p>N/A</p> <p>5. What is the authorization for this program, i.e., federal or state statute, etc.? (Include the federal program number, if applicable.)</p> <p>Chapter 33, RSMo, 32.060 RSMo, and SEC Rule 15c2-12</p> <p>6. Are there federal matching requirements? If yes, please explain.</p> <p>No</p> <p>7. Is this a federally mandated program? If yes, please explain.</p> <p>No</p>	

PROGRAM DESCRIPTION

Department: Office of Administration

HB Section(s): 05.015

Program Name: Budget and Planning

Program is found in the following core budget(s): Budget and Planning

1a. What strategic priority does this program address?

Using data and analytics to improve decision-making and transparency.

1b. What does this program do?

The Division of Budget and Planning (BAP) exists to improve the lives of Missourians by making government better by providing analysis, resolving problems, and embracing improvement.

Specifically, BAP provides analysis and data to the Commissioner of Administration, Office of the Governor, General Assembly, and state agencies regarding fiscal and other policies. Our primary duties include:

- to provide support to the Governor in the creation of the Governor's recommended budget, and
- to serve Missouri taxpayers by implementing the final budget in a balanced and efficient manner.

Budget and Planning also:

- analyzes budget, tax, fiscal policy, and legislative issues for the Executive Branch,
- coordinates with agencies to implement fiscal policies and priorities,
- monitors and reviews legislation with budget implications,
- monitors, tracks, and reviews legislation,
- reviews and/or coordinates state-wide fiscal note responses,
- is the statutorily designated state demographic agency with demographic and reapportionment duties, and
- provides additional oversight and counsel for the statewide financial system upgrade.

PROGRAM DESCRIPTION

Department: Office of Administration

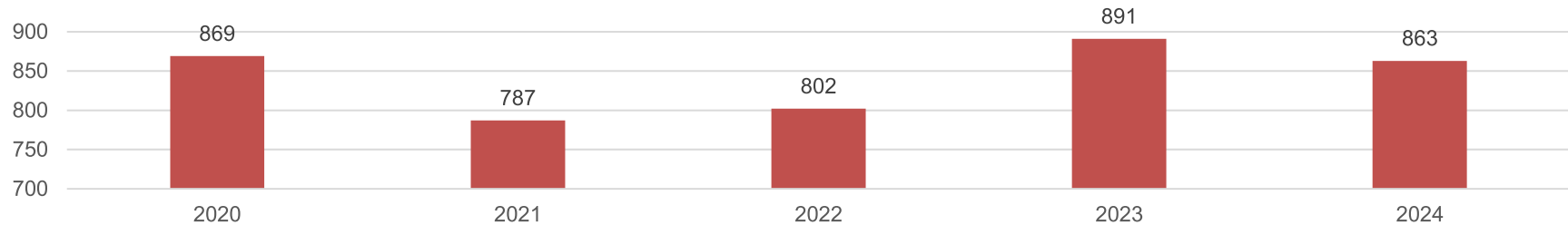
HB Section(s): 05.015

Program Name: Budget and Planning

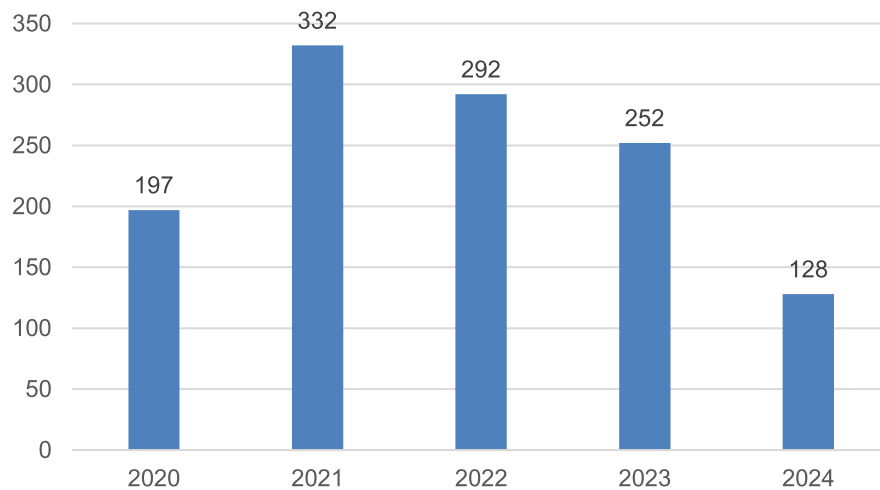
Program is found in the following core budget(s): Budget and Planning

2a. Provide an activity measure(s) for the program.

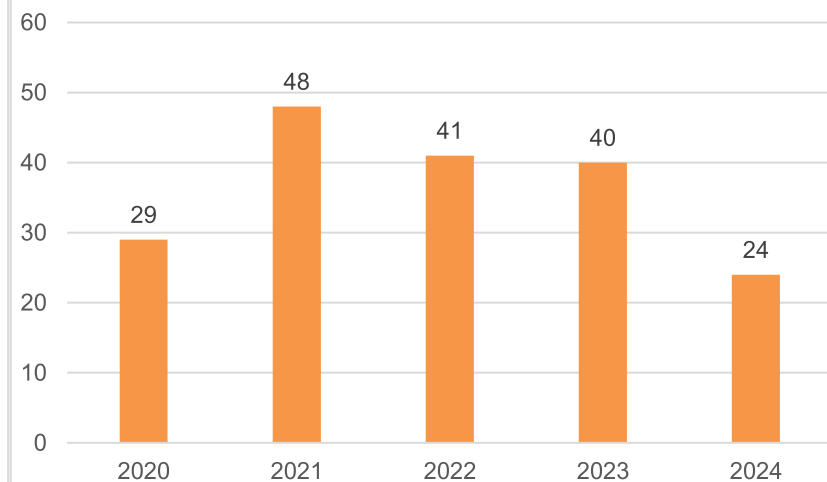
Fiscal Notes Submitted



Unique Bill Review Subjects



Total Bill Reviews



PROGRAM DESCRIPTION

Department: Office of Administration

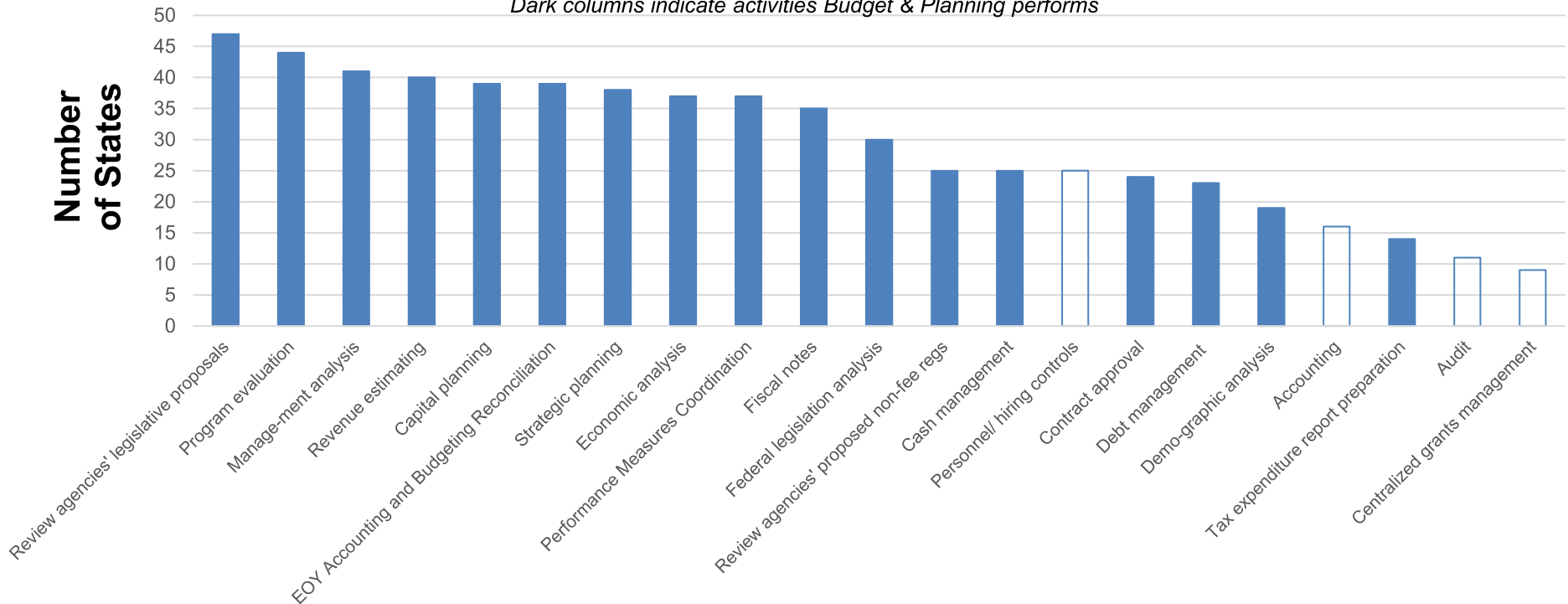
HB Section(s): 05.015

Program Name: Budget and Planning

Program is found in the following core budget(s): Budget and Planning

State Budget Office Activities

Dark columns indicate activities Budget & Planning performs



Missouri ranks in the top 6 among the 50 state budget offices for most analysis and management activities.
Source: National Association of State Budget Officers (NASBO), Budget Processes in the States, Spring 2021.

*NASBO releases this data approximately every five years

PROGRAM DESCRIPTION

Department: Office of Administration

HB Section(s): 05.015

Program Name: Budget and Planning

Program is found in the following core budget(s): Budget and Planning

2b. Provide a measure(s) of the program's quality.

Missouri Credit Ratings									
	2017	2018	2019	2020	2021	2022	2023	2024	2024
Moody's	Aaa	Aaa	Aaa	Aaa	Aaa	Aaa	Aaa	Aaa	Aaa
Fitch	AAA	AAA	AAA	AAA	AAA	AAA	AAA	AAA	AAA
S&P Global	AAA	AAA	AAA	AAA	AAA	AAA	AAA	AAA	AAA
% States	28.0%	N/A	N/A	30.0%	30.0%	N/A	N/A	N/A	N/A

Triple "A" is the highest rating available from all three credit rating agencies. The higher a state's credit rating, the lower the cost to repay its bonds. High ratings signal that the state can and will meet its financial obligations to pay both interest and principal.

PROGRAM DESCRIPTION

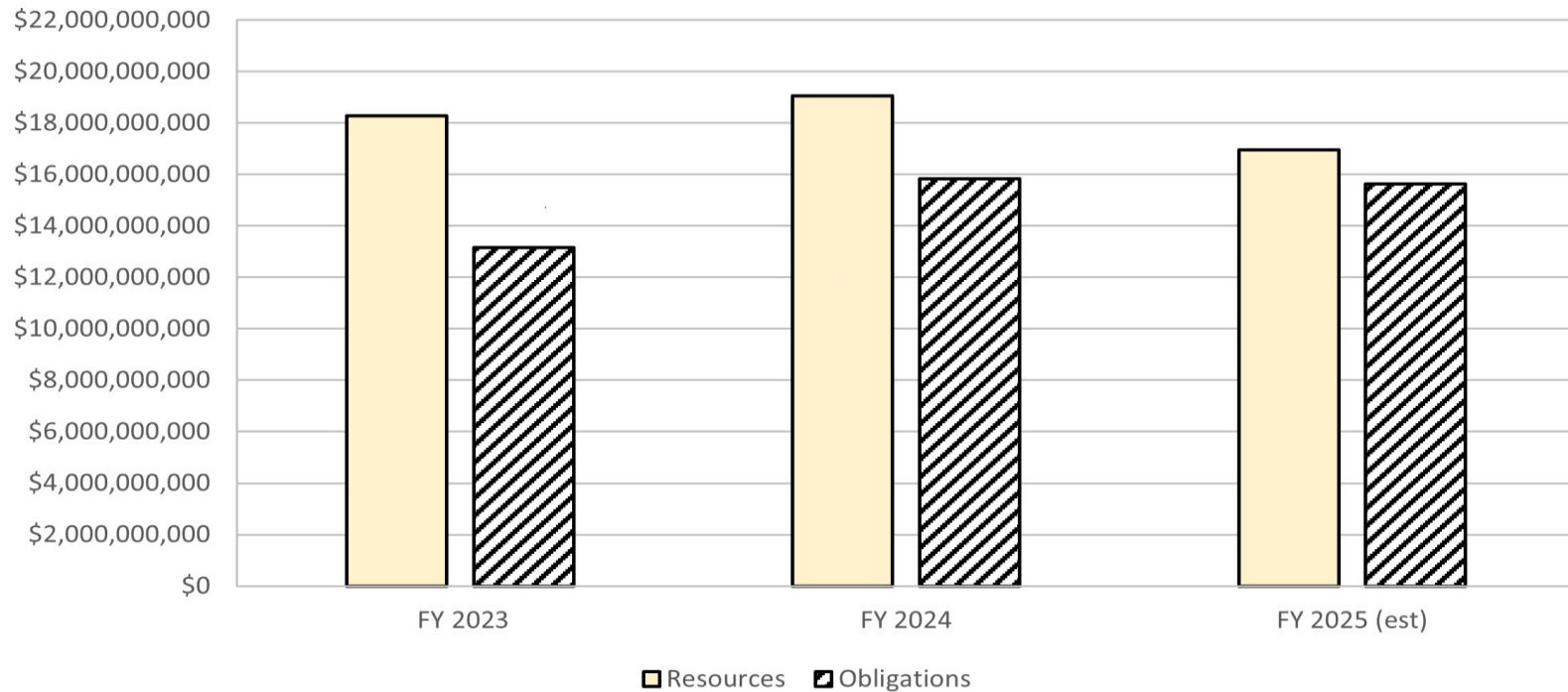
Department: Office of Administration

HB Section(s): 05.015

Program Name: Budget and Planning

Program is found in the following core budget(s): Budget and Planning

Balanced Budget: General Revenue Resources vs. Obligations



PROGRAM DESCRIPTION

Department: Office of Administration

HB Section(s): 05.015

Program Name: Budget and Planning

Program is found in the following core budget(s): Budget and Planning

2c. Provide a measure(s) of the program's impact.

Fiscal Stability

RANKING



Rank

ATTRIBUTES

Long-Term Fiscal Stability

#15

Short-Term Fiscal Stability

#13

Missouri ranks 10th on the US News and World Report's State Fiscal Stability rankings

PROGRAM DESCRIPTION

Department: Office of Administration

HB Section(s): 05.015

Program Name: Budget and Planning

Program is found in the following core budget(s): Budget and Planning

2d. Provide a measure(s) of the program's efficiency.

State	# of Budget Analysts	FY24 Operating Budget (Billions)	Billions Per Analyst
IL	17	\$121.62	7.15
KY	9	\$52.23	5.80
MO	11	\$51.80	4.71
TN	12	\$62.49	5.21
AR	18	\$39.56	2.20
KS	10	\$25.35	2.54
NE	9	\$17.57	1.95
OK	7	\$12.47	1.78
IA	6	\$8.50	1.42
AVG	12.3	\$72.04	5.7

PROGRAM DESCRIPTION

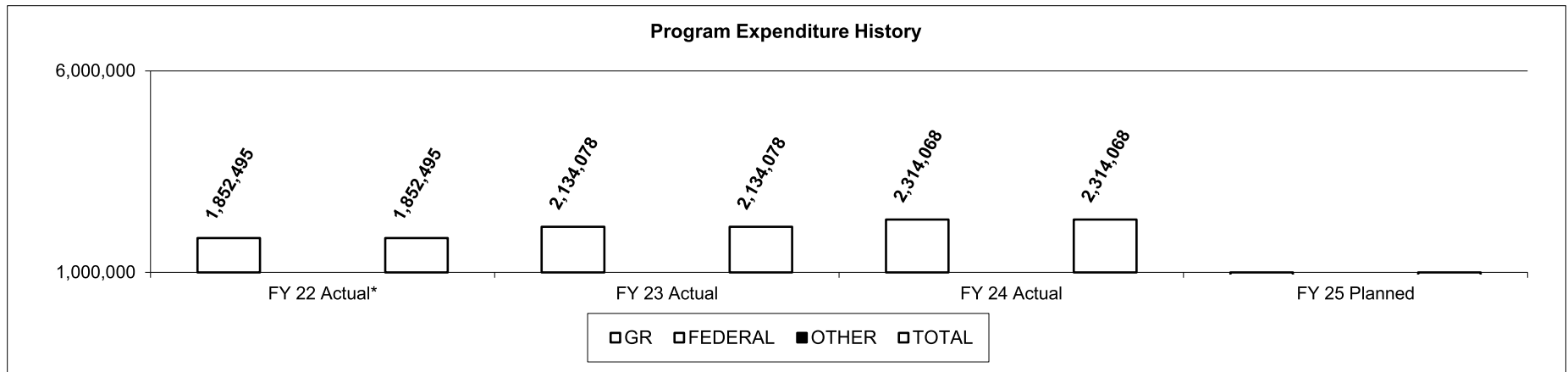
Department: Office of Administration

HB Section(s): 05.015

Program Name: Budget and Planning

Program is found in the following core budget(s): Budget and Planning

3. Provide actual expenditures for the prior three fiscal years and planned expenditures for the current fiscal year. *(Note: Amounts do not include fringe benefit costs.)*



*Note- FY21 and FY22 reflect increase due to once a decade redistricting activities

4. What are the sources of the "Other " funds?

Budget and Planning has no "other" funds.

5. What is the authorization for this program, i.e., federal or state statute, etc.? (Include the federal program number, if applicable.)

Chapter 33, RSMo charges the Division of Budget and Planning to assist in executive branch management.

6. Are there federal matching requirements? If yes, please explain.

No

7. Is this a federally mandated program? If yes, please explain.

No

PROGRAM DESCRIPTION

Department Information Technology Services Division

HB Section(s): 5.025, 5.030 & 5.045

Program Name Business Systems Development

Program is found in the following core budget(s): Information Technology Services Division

1a. What strategic priority does this program address?

- Technology Solutions: Looking to the future, implement technology that will improve how we work and provide a better customer and team experience

1b. What does this program do?

ITSD Business Systems Development is delivering solutions to help state agencies fulfill their mission. Current examples include:

- Delivering processes efficiently and securely while ensuring accessibility and ease of use to our citizens.
- Providing guidance to agencies when purchasing software to ensure that standards for secure, accessible and user-friendly applications are delivered.
- Creating standards for development so that ITSD delivers consistent, quality applications and responds quickly to business needs.

PROGRAM DESCRIPTION

Department Information Technology Services Division

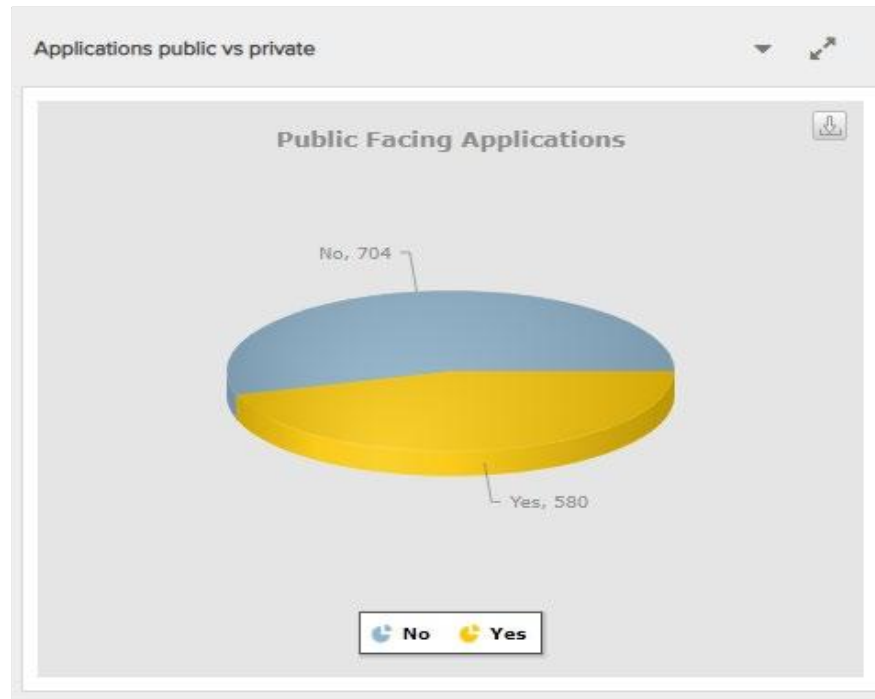
HB Section(s): 5.025, 5.030 & 5.045

Program Name Business Systems Development

Program is found in the following core budget(s): Information Technology Services Division

2a. Provide an activity measure(s) for the program.

- ITSD Application Development teams develop, modernize, and maintain applications for state agencies. These applications are for both our internal digital services at the State as well as external digital services for our citizens.



PROGRAM DESCRIPTION

Department Information Technology Services Division

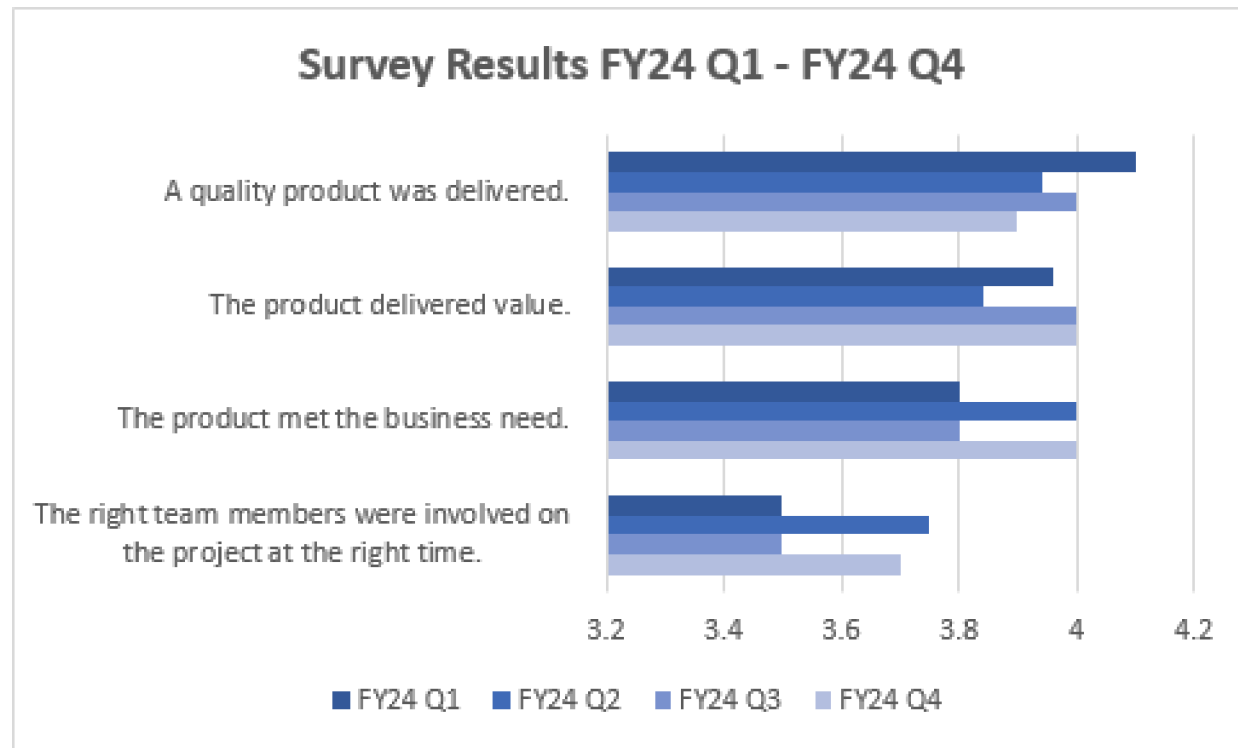
HB Section(s): 5.025, 5.030 & 5.045

Program Name Business Systems Development

Program is found in the following core budget(s): Information Technology Services Division

2b. Provide a measure(s) of the program's quality.

- ITSD conducts a survey after the completion of each project. Overall scores are averaged for each quarter. The scale is from 1 to 5 with 5 being the highest. Our projects were an area identified that need improvement. We have developed an impactful training program for both IT and our business partners to address this needed improvement.



PROGRAM DESCRIPTION

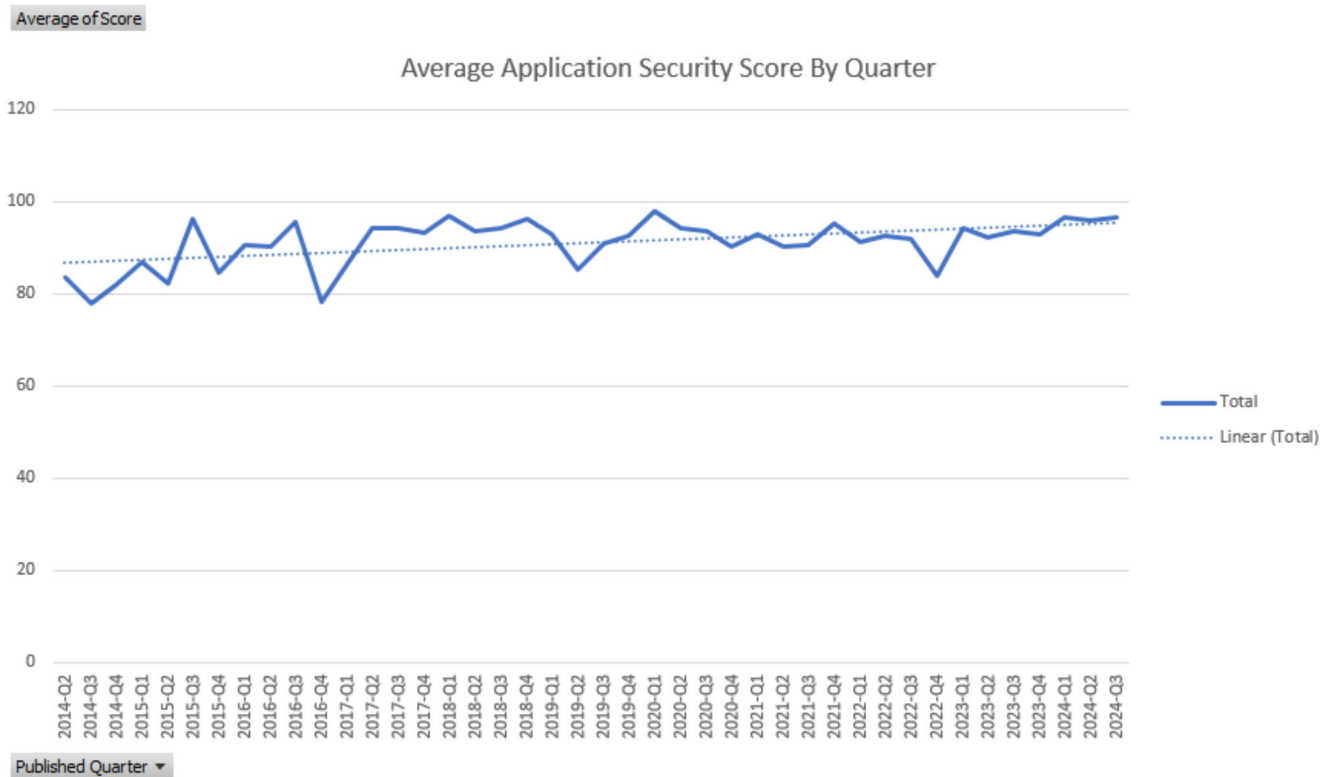
Department Information Technology Services Division

HB Section(s): 5.025, 5.030 & 5.045

Program Name Business Systems Development

Program is found in the following core budget(s): Information Technology Services Division

- Security Scans are conducted at least quarterly for an application. Our targets are higher than industry security standard recommendations. This chart depicts our average security score each calendar quarter as well as the recommend target score for a low impact and high impact application. Impact is based on the business criticality of the application. The goal is to remain above 90 for our average scores regardless of impact.



2c. Provide a measure(s) of the program's impact.

PROGRAM DESCRIPTION

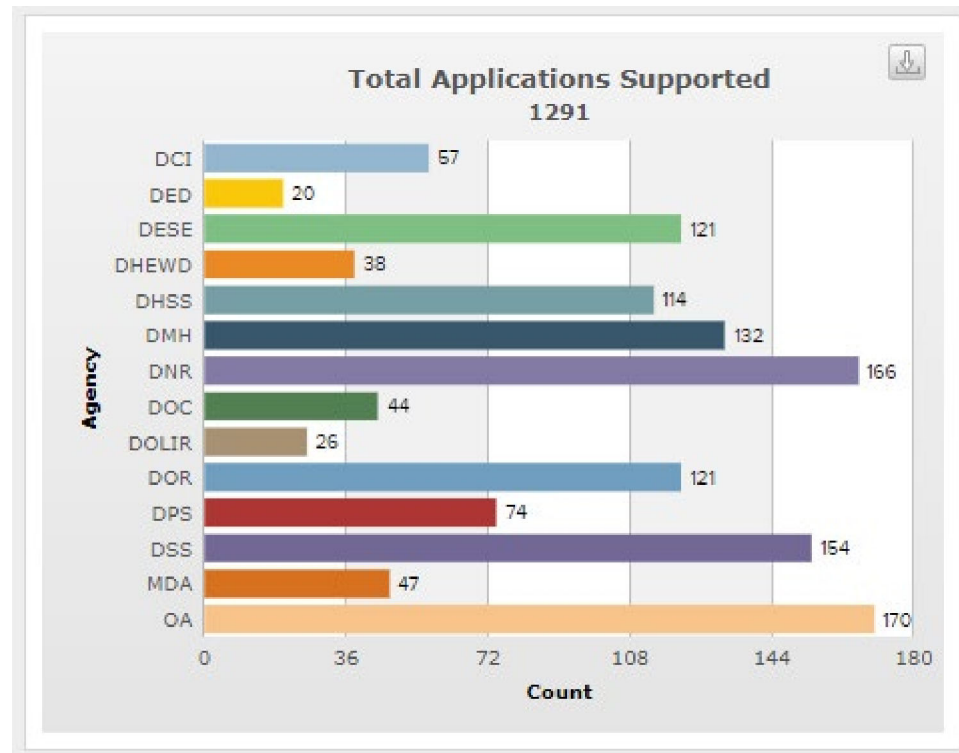
Department Information Technology Services Division

HB Section(s): 5.025, 5.030 & 5.045

Program Name Business Systems Development

Program is found in the following core budget(s): Information Technology Services Division

- Application Delivery enables our agencies to deliver direct impact to our citizens. Specific details of those impacts are in the individual agency program descriptions. The number of applications supported by agency are listed below.



2d. Provide a measure(s) of the program's efficiency.

PROGRAM DESCRIPTION

Department Information Technology Services Division

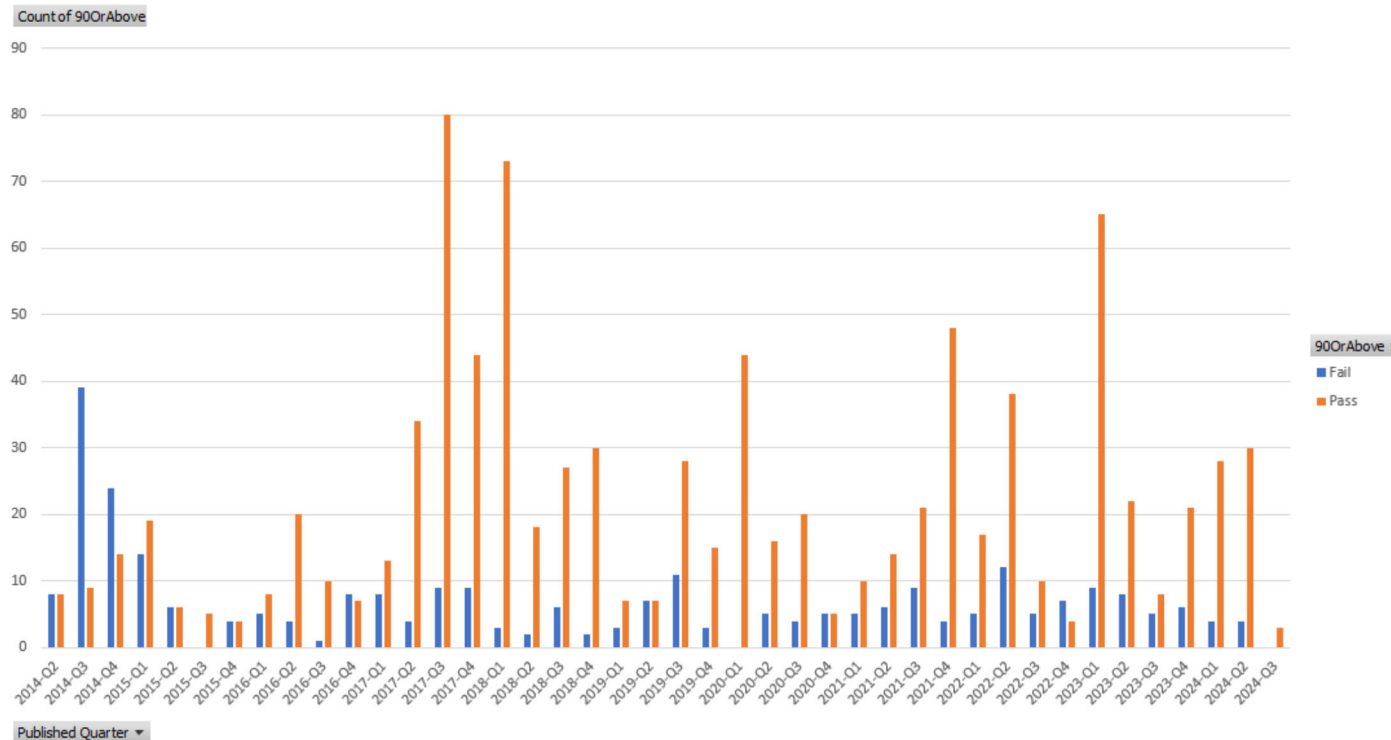
HB Section(s): 5.025, 5.030 & 5.045

Program Name Business Systems Development

Program is found in the following core budget(s): Information Technology Services Division

- ITSD scans applications to address any potential cyber security vulnerabilities. The chart below shows how often the very first scan of an application is passing. When an application passes the first scan, there is no rework that must be done to comply with our security standards. The practice of scanning applications and training developers on mitigating cyber security risks keeps citizen data as secure as possible from the inception of an application. Applications are routinely scanned to ensure any new threats are addressed timely.

Application First Pass Scan Rate



3. Provide actual expenditures for the prior three fiscal years and planned expenditures for the current fiscal year. (Note: Amounts do not include fringe benefit costs.)

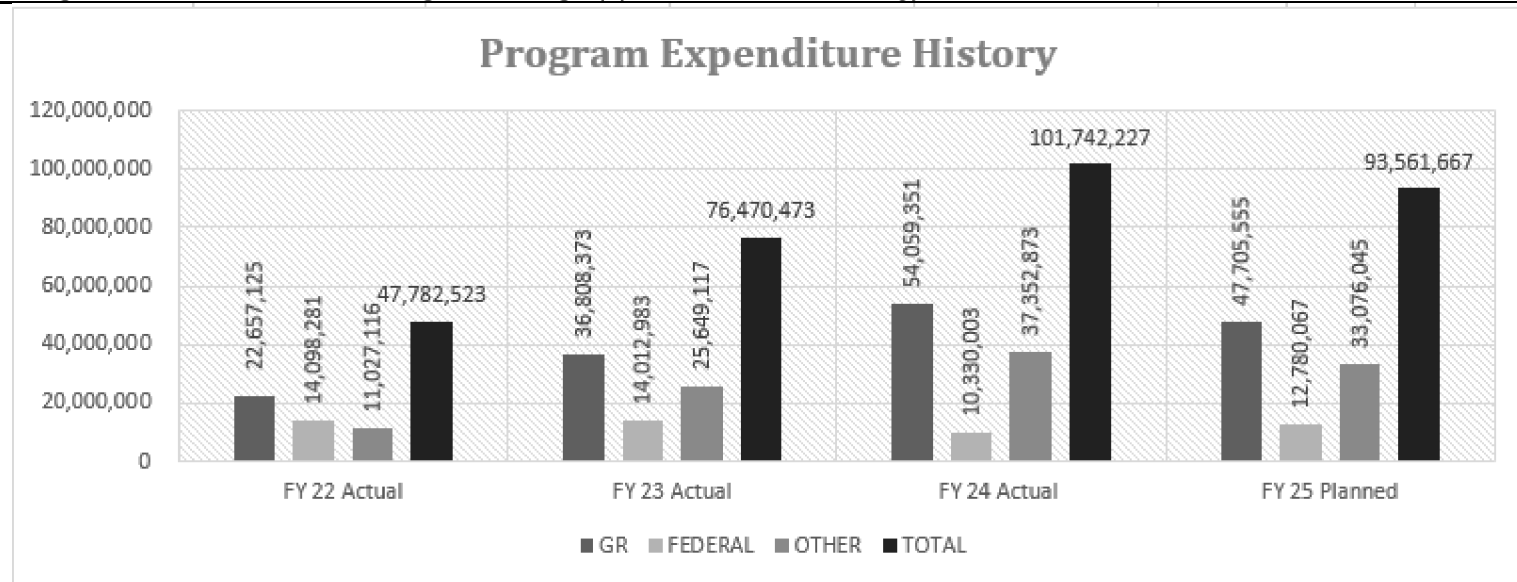
PROGRAM DESCRIPTION

Department Information Technology Services Division

HB Section(s): 5.025, 5.030 & 5.045

Program Name Business Systems Development

Program is found in the following core budget(s): Information Technology Services Division



4. What are the sources of the "Other" funds?

- Various Sources – ITSD supports 15 executive agencies, as well as the Governor and Lt. Governor

5. What is the authorization for this program, i.e., federal or state statute, etc.? (Include the federal program number, if applicable.)

- 37.110, RSMo

6. Are there federal matching requirements? If yes, please explain.

- No

7. Is this a federally mandated program? If yes, please explain.

- No

PROGRAM DESCRIPTION

Department Information Technology Services Division

HB Section(s): 5.025 & 5.030

Program Name Client Engagement Services

Program is found in the following core budget(s): Information Technology Services Division

1a. What strategic priority does this program address?

- Technology Solutions: Looking to the future, implement technology that will improve how we work and provide a better customer and team experience

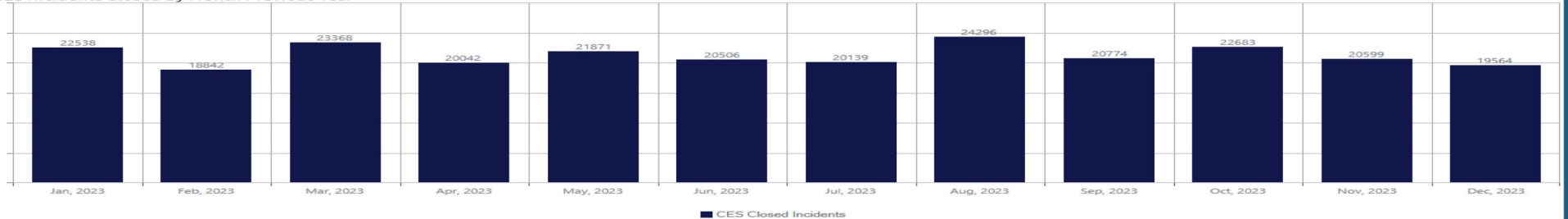
1b. What does this program do?

Client Engagement Services (CES) consists of a Call Center, Inventory Control, Service Technicians, Customer Care Team, and ITSM Environment. CES provides customer service to 15 executive agencies, the Governor's Office, and Lt. Governor's Office. CES provides a Call Center for support issues, installs computer equipment, troubleshoots technical issues, installs software, runs reports, manages inventories for all ITSD equipment, 5-year refresh, e-waste of ITSD equipment, on call 24/7 for VIP issues, and manages the ITSM environment, for team members across the state to allow them to provide vital services to Missouri citizens.

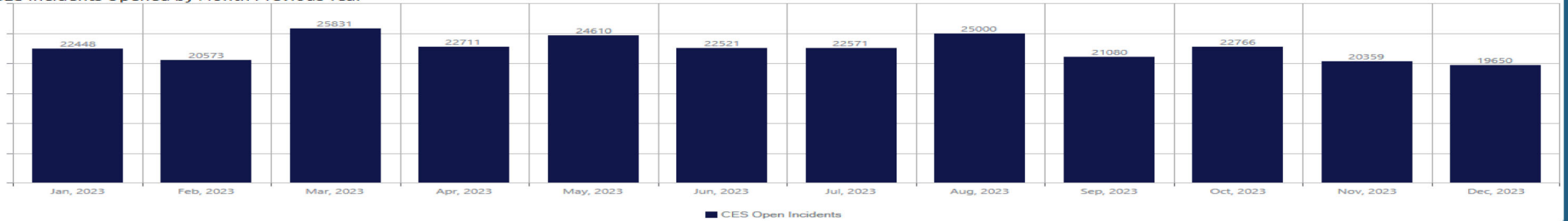
2a. Provide an activity measure(s) for the program.

- ITSD works help desk tickets entered by agency clients every day.

CES Incidents Closed by Month Previous Year



CES Incidents Opened by Month Previous Year



PROGRAM DESCRIPTION

Department Information Technology Services Division

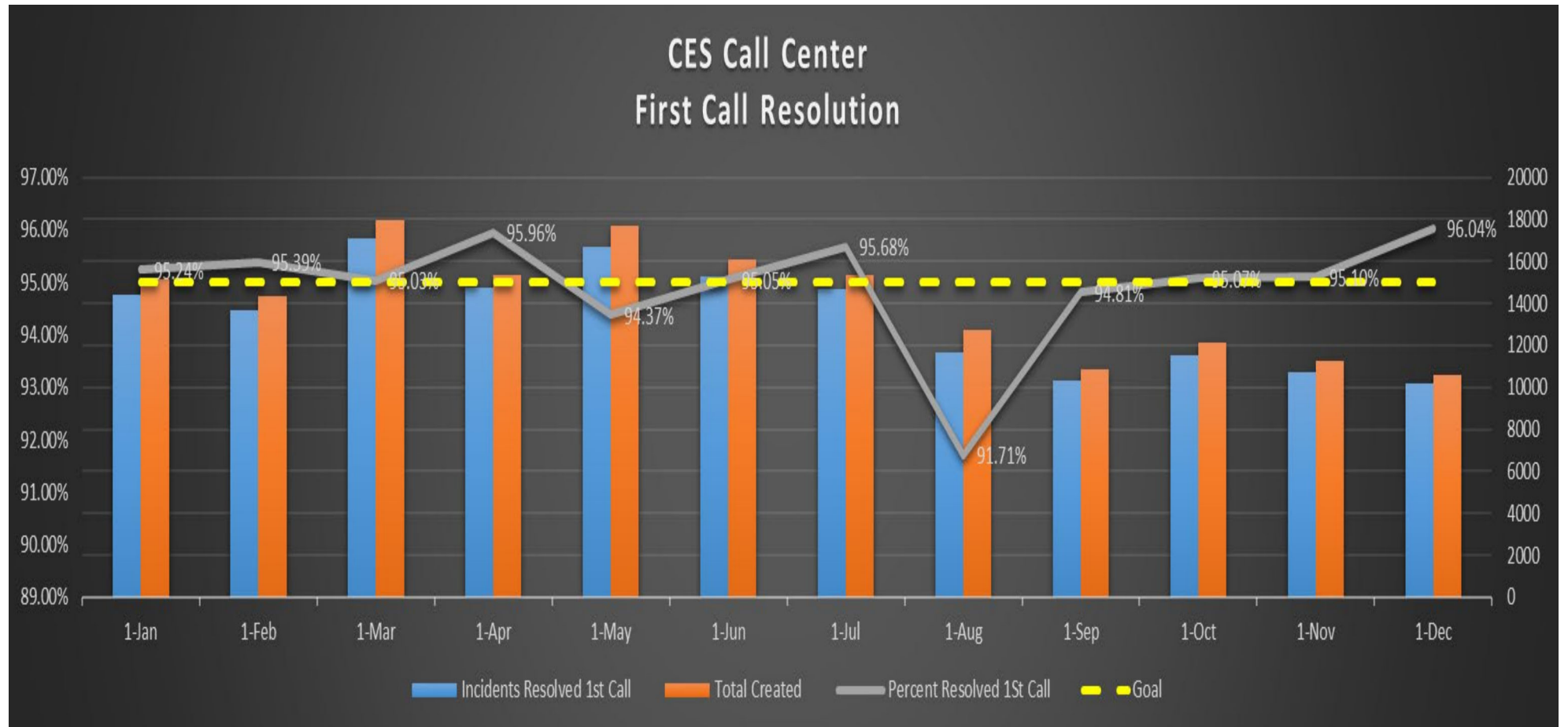
HB Section(s): 5.025 & 5.030

Program Name Client Engagement Services

Program is found in the following core budget(s): Information Technology Services Division

2b. Provide a measure(s) of the program's quality.

- CES strives to resolve customer issues on the first call or contact with ITSD.



PROGRAM DESCRIPTION

Department Information Technology Services Division

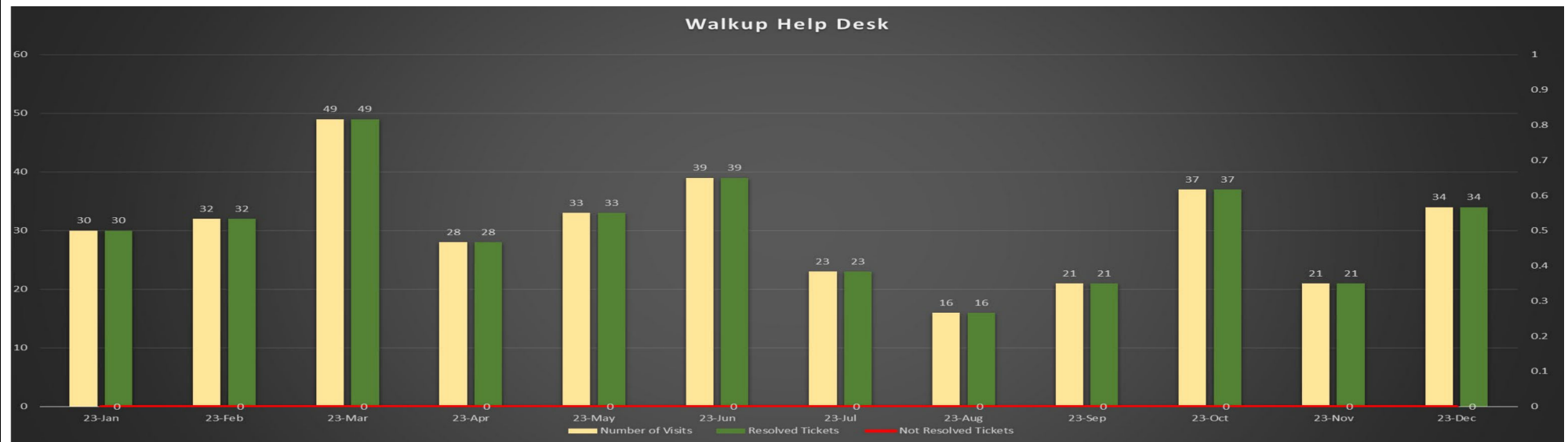
HB Section(s): 5.025 & 5.030

Program Name Client Engagement Services

Program is found in the following core budget(s): Information Technology Services Division

2c. Provide a measure(s) of the program's impact.

- ITSD seeks customer feedback on help desk tickets through a survey when each ticket is closed. This practice was implemented last with the new ITSD service portal tool. Rating scale is 1-5 : 5- Extremely Satisfied, 4- Satisfied, 3- Neutral, 2- Dissatisfied 1- Extremely Dissatisfied. In October of 2022 we opened a Walkup Help Desk and have also been tracking customer feedback.



PROGRAM DESCRIPTION

Department Information Technology Services Division

HB Section(s): 5.025 & 5.030

Program Name Client Engagement Services

Program is found in the following core budget(s): Information Technology Services Division

Customer Ease Score & Confidence Core Metrics Post-Service Experience

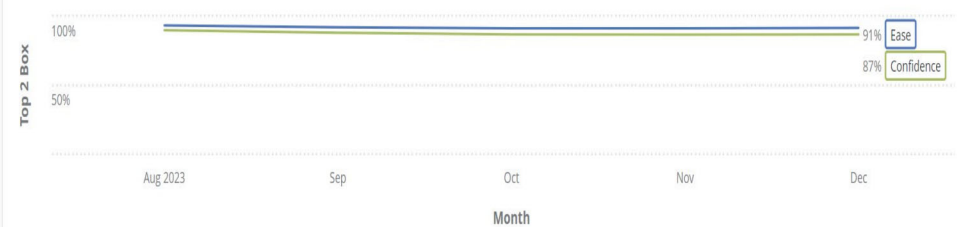
Core Metric: Ease ⓘ



Core Metric: Confidence ⓘ



Core Metric Trend ⓘ



PROGRAM DESCRIPTION

Department Information Technology Services Division

HB Section(s): 5.025 & 5.030

Program Name Client Engagement Services

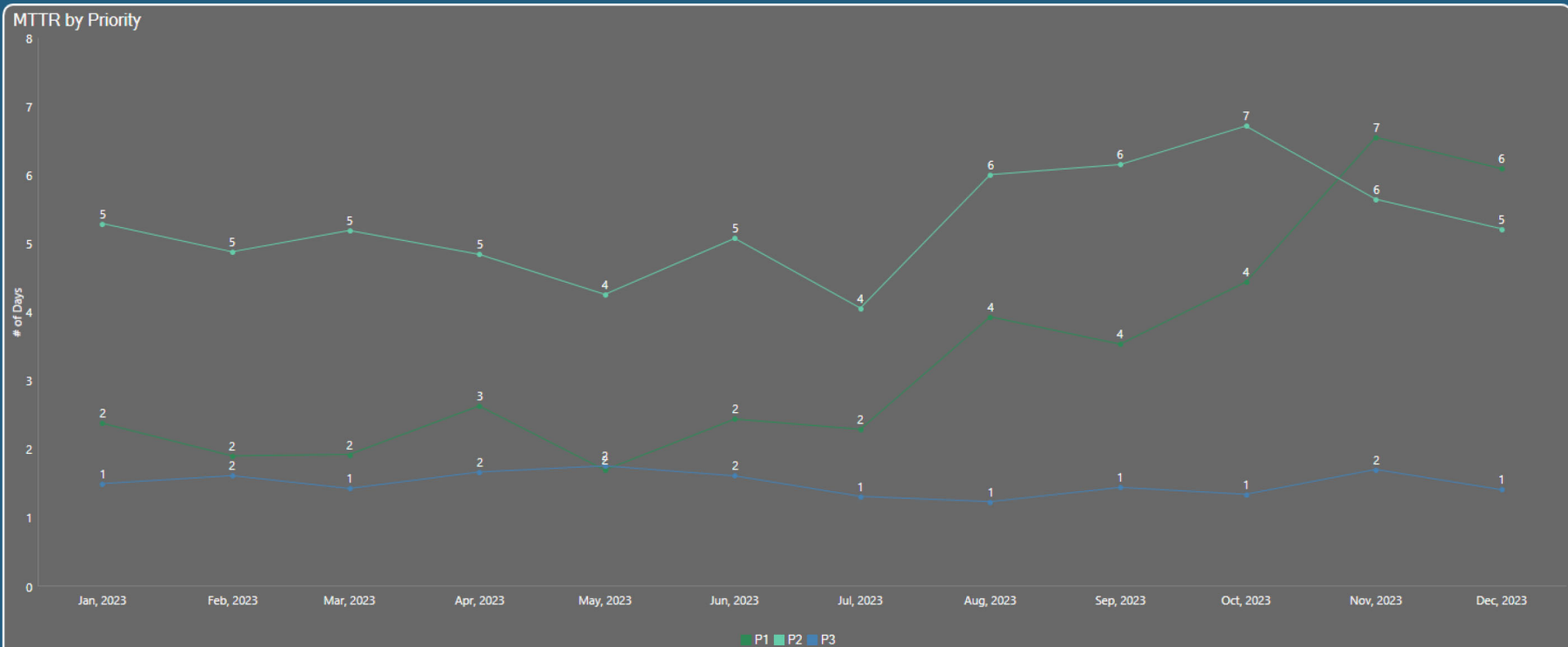
Program is found in the following core budget(s): Information Technology Services Division

2d. Provide a measure(s) of the program's efficiency.

- Our goal is to close a help desk ticket for P1 and P2 is 3 days for CES.

Mean Time to Resolve by Priority

Filter: 1/1/2023 - 12/31/2023



PROGRAM DESCRIPTION

Department Information Technology Services Division

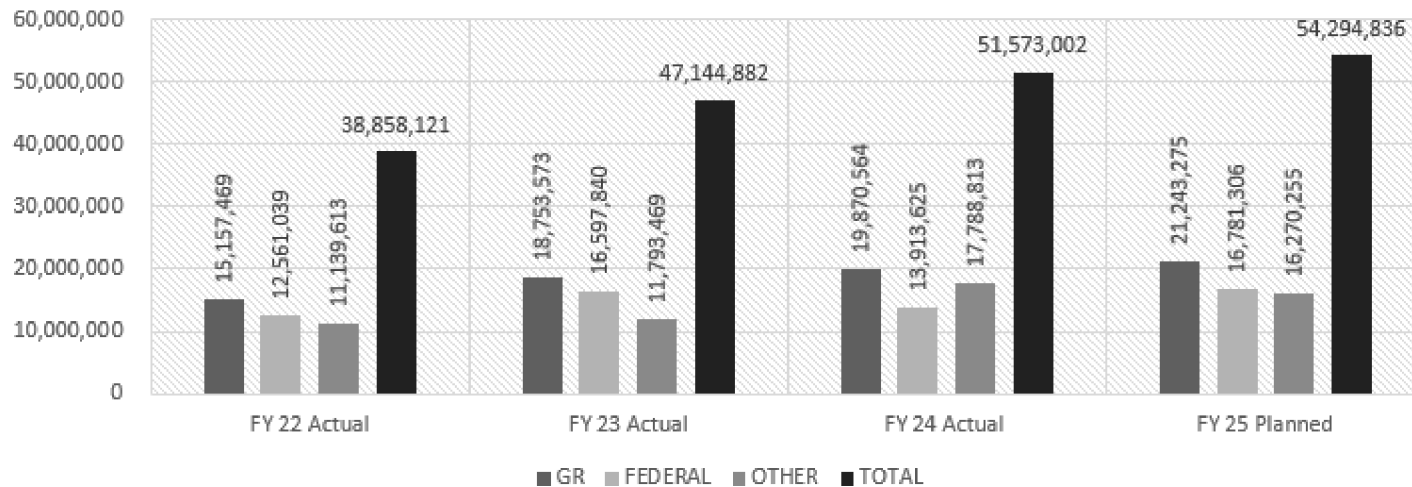
HB Section(s): 5.025 & 5.030

Program Name Client Engagement Services

Program is found in the following core budget(s): Information Technology Services Division

3. Provide actual expenditures for the prior three fiscal years and planned expenditures for the current fiscal year. (Note: Amounts do not include fringe benefit costs.)

Program Expenditure History



4. What are the sources of the “Other” funds?

- Various Sources- ITSD supports 15 executive agencies as well as the Governor and Lt. Governor

5. What is the authorization for this program, i.e., federal or state statute, etc.? (Include the federal program number, if applicable.)

- 37.005.8, RSMo

6. Are there federal matching requirements? If yes, please explain.

- No

7. Is this a federally mandated program? If yes, please explain.

- No

PROGRAM DESCRIPTION	
Department Office of Administration	HB Section(s): 05.025 & 05.030
Program Name Enterprise IT Operations	
Program is found in the following core budget(s): Information Technology Services Division	
<p>1a. What strategic priority does this program address?</p> <ul style="list-style-type: none">Technology Solutions: Looking to the future, implement technology that will improve how we work and provide a better customer and team experience. <p>1b. What does this program do?</p> <ul style="list-style-type: none">Provide network and telecommunications services to both consolidated & non-consolidated state agencies. Services include local phone service, long distance, data circuits, internet access, wireless services, managed network, video conferencing, WebEx meeting services, and other communications services. Other services include Call Center, Digital Signage, enterprise digital fax service, and the WebEx app for team collaboration.Provide compute and storage infrastructure services to both consolidated & non-consolidated state agencies. Services include mainframe, midrange, and open system servers (Windows and Linux servers), database services, storage services, application platforms for web and general applications, backup & recovery services for application process, electronic content and document services, data protection services, Data Center infrastructure services and other application support platforms. Additionally, maintenance and upgrades on the compute and storage infrastructure is provided. A Network Operations Center (NOC) serves as 24x7 operations and problem reporting center that monitors the availability of network and infrastructure services as well as a reporting center for after hour issues experienced by customers.	

PROGRAM DESCRIPTION

Department Office of Administration

HB Section(s): 05.025 & 05.030

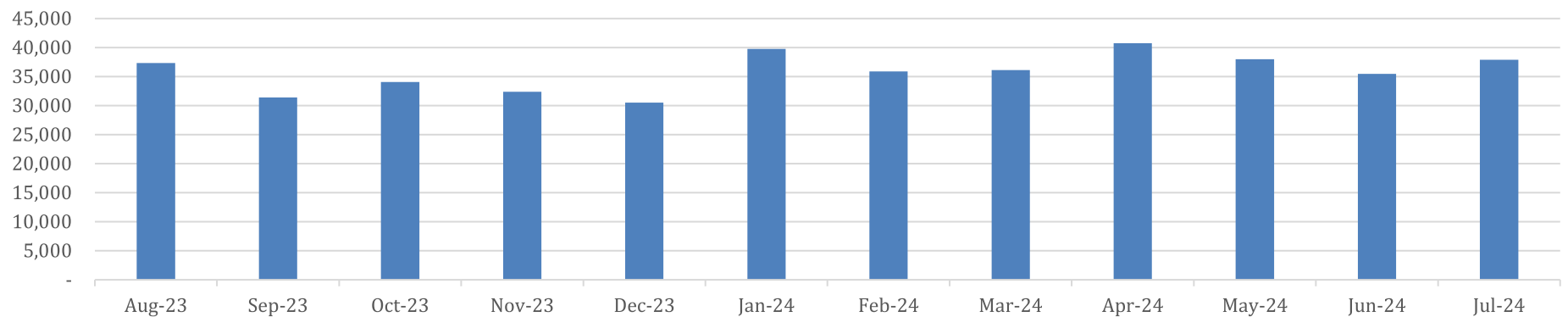
Program Name Enterprise IT Operations

Program is found in the following core budget(s): Information Technology Services Division

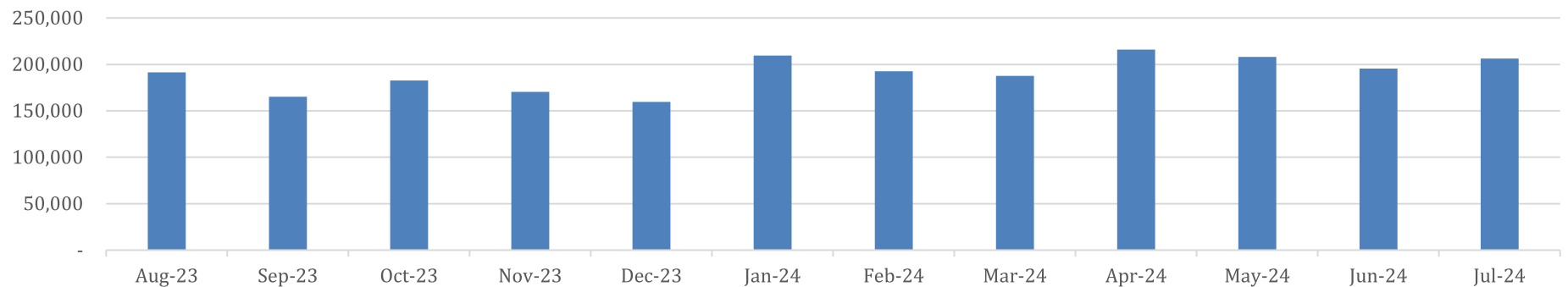
2a. Provide an activity measure(s) for the program.

- WebEx allows agencies to hold meetings without the necessity for travel. This reduces travel time and allows the employee to be more productive. The state averages over 35,000 WebEx meetings with an average of 190,000 participants a month. WebEx can be utilized with any phone, PC or tablet.

Number Of Meetings



Participants



PROGRAM DESCRIPTION

Department Office of Administration

HB Section(s): 05.025 & 05.030

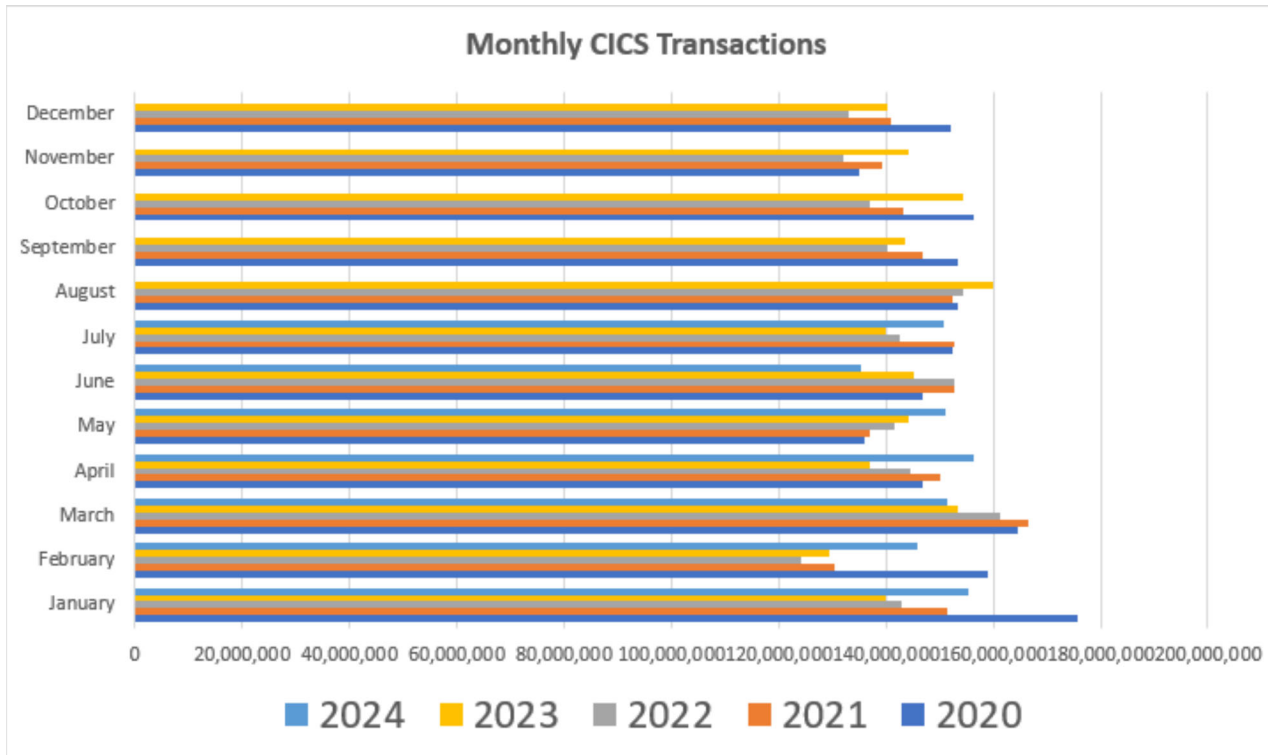
Program Name Enterprise IT Operations

Program is found in the following core budget(s): Information Technology Services Division

2.b CICS (Customer Information Control System) is one of the major sub-systems running on the Enterprise Server (Mainframe). CICS provides interactive transaction management that can handle large volumes of user-submitted processes that may need to use data files and programs at the same time.

CICS manages the sharing of resources, the integrity of data and prioritization of execution, with fast response times as well as providing high availability and scalability at a low cost per transaction. CICS authorizes users, allocates resources, and passes on database requests by the application to the appropriate database manager.

The chart below shows the number of monthly CICS transactions executed indicating the heavy reliance of this service for mission critical applications.



PROGRAM DESCRIPTION

Department Office of Administration

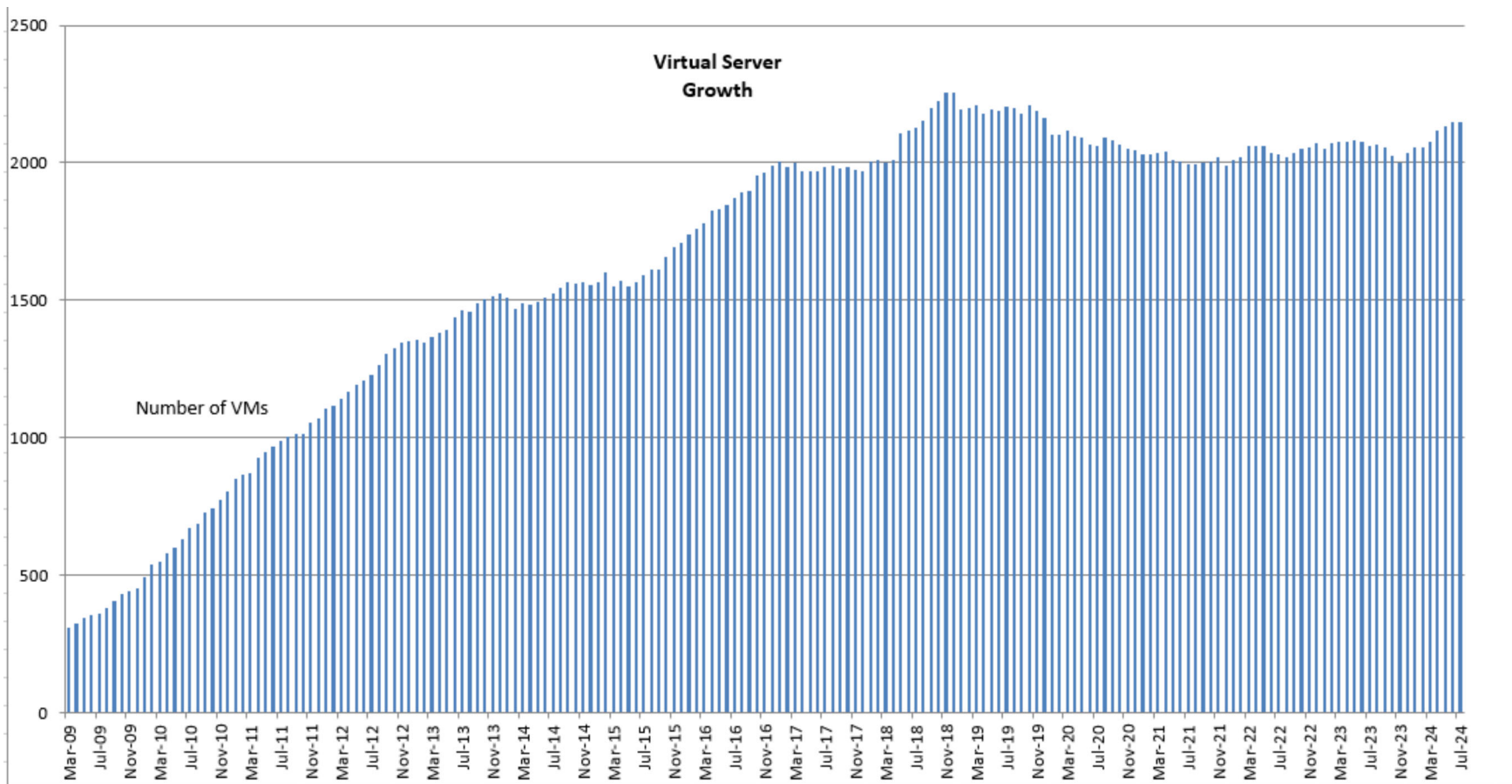
HB Section(s): 05.025 & 05.030

Program Name Enterprise IT Operations

Program is found in the following core budget(s): Information Technology Services Division

2.c The State Data Center Infrastructure services host thousands of virtual servers. These services are what allow the applications for the consolidated (and some non-consolidated) agencies to function.

The chart below shows the number of virtual servers in the State Data Center over time. These virtual servers are hosted on roughly 50 physical blade servers utilizing only 4 racks of physical space with room to grow.



PROGRAM DESCRIPTION

Department Office of Administration

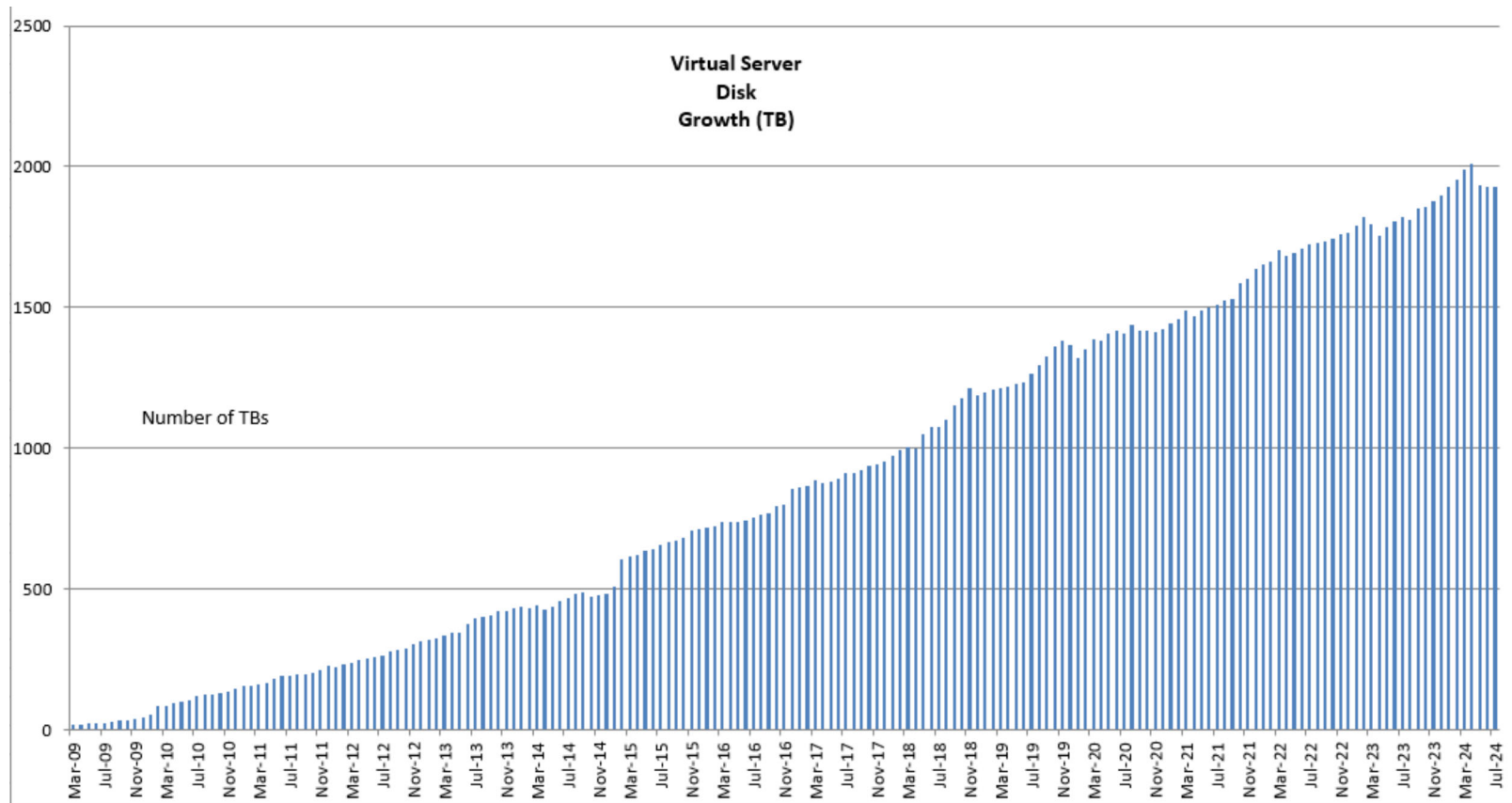
HB Section(s): 05.025 & 05.030

Program Name Enterprise IT Operations

Program is found in the following core budget(s): Information Technology Services Division

2.d Another facet of the State Data Center Infrastructure services is managing the storage that is needed to house the data for agency applications and files. We manage petabytes of data within the various storage environments we have.

The chart below shows the growth of storage allocated to the virtual servers in the State Data Center over time.



PROGRAM DESCRIPTION

Department Office of Administration

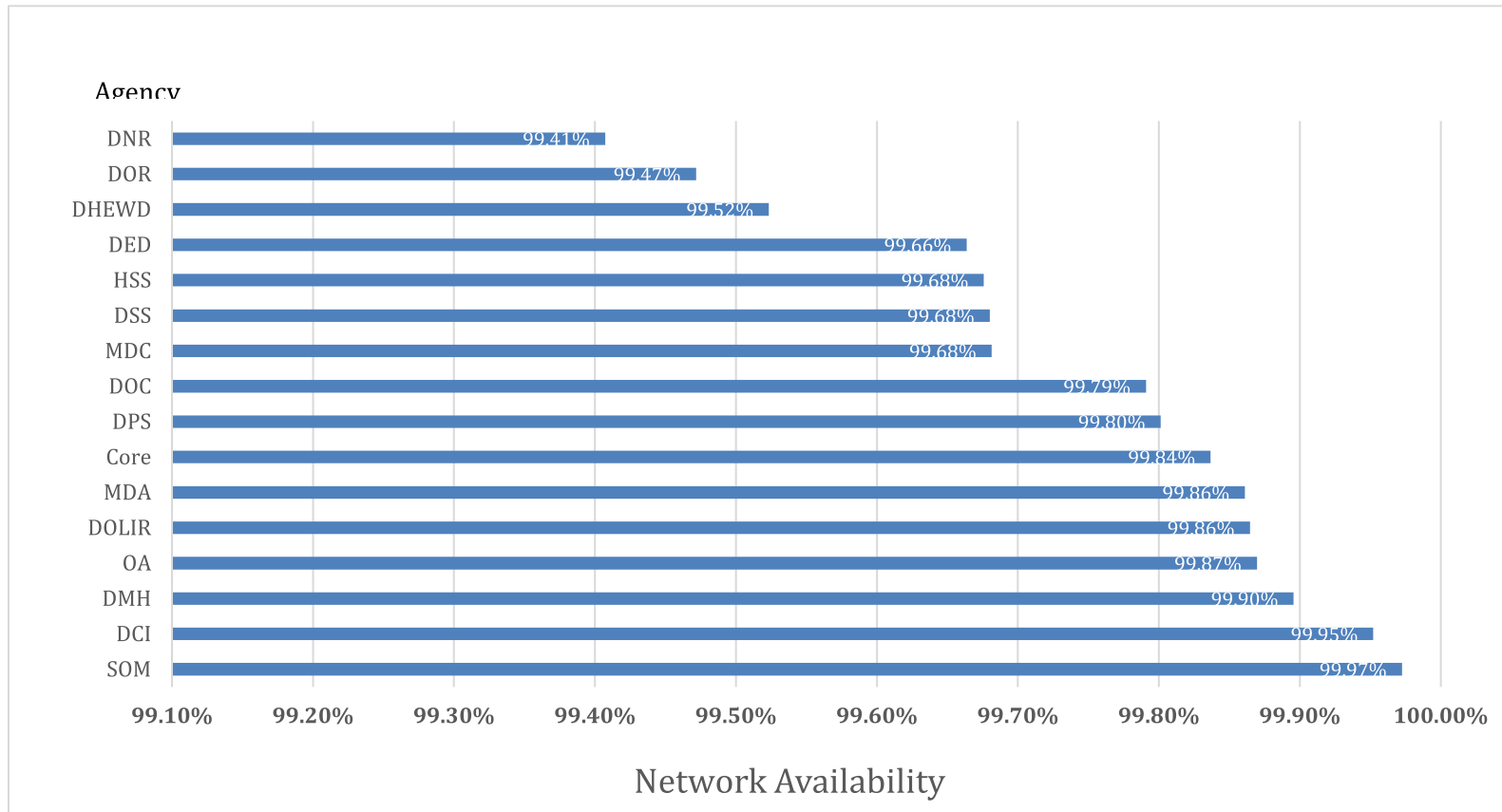
HB Section(s): 05.025 & 05.030

Program Name Enterprise IT Operations

Program is found in the following core budget(s): Information Technology Services Division

2e. Provide a measure(s) of the program's quality.

- Network availability is critical to the enterprise operations of all consolidated and non-consolidated agencies. The network consists of all agency locations throughout the state. Uptime is measured by data transfer continuity. This is monitored primarily by the Orion Network Monitoring system. The goal for network uptime is 99.9% (this allows for equipment replacement and upgrades). We are currently at 99.75% for timeframe 8/1/2023 – 7/31/2024. The data includes telco provider and power outages.



PROGRAM DESCRIPTION

Department Office of Administration

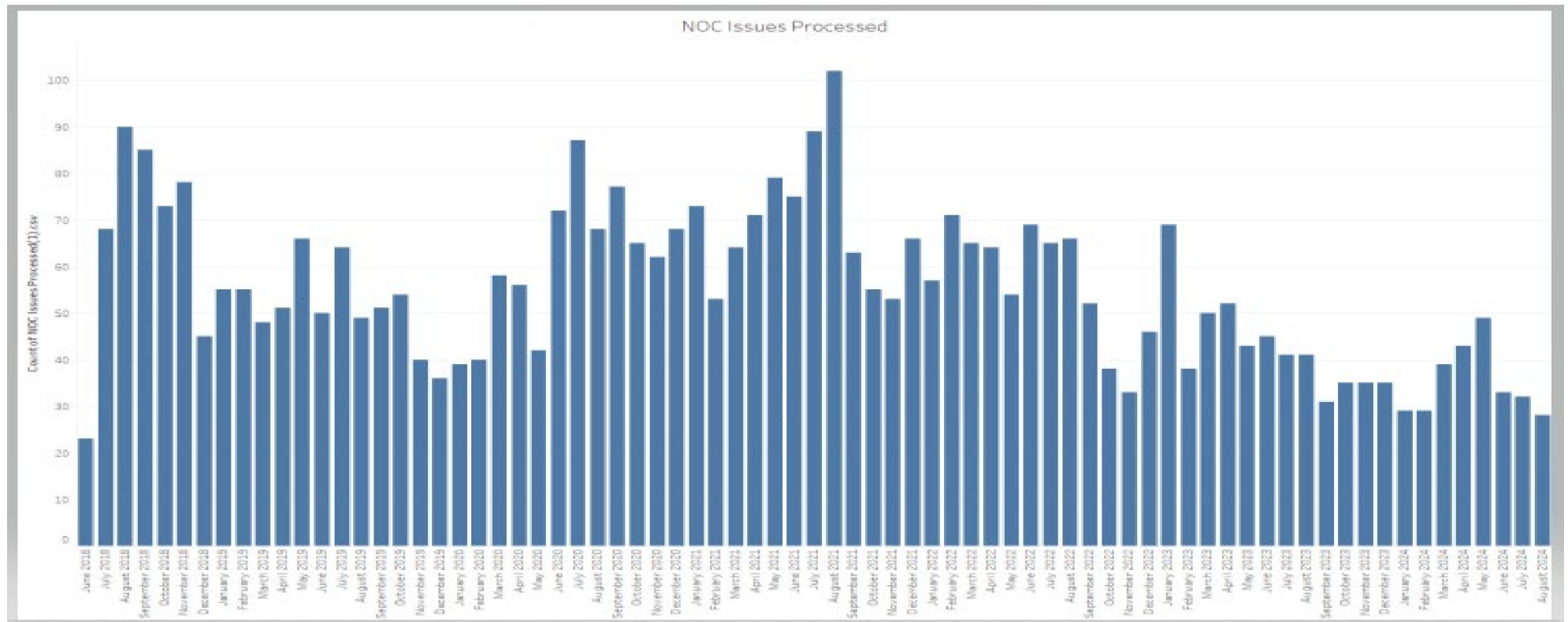
HB Section(s): 05.025 & 05.030

Program Name Enterprise IT Operations

Program is found in the following core budget(s): Information Technology Services Division

2f. Provide a measure(s) of the program's impact

The Network Operation Center (NOC) has been created to provide an effective enterprise incident management and communication process. The NOC is the hub for all IT internal and external communications for all IT incidents, status updates and incident reporting. The purpose of the NOC is to provide a central location (command and control) for all IT staff to communicate and coordinate production incidents. The NOC will receive an alert, assess impact, assign classification, alert appropriate personnel, establish communication channels, document, and provide incident reports and status updates.



PROGRAM DESCRIPTION

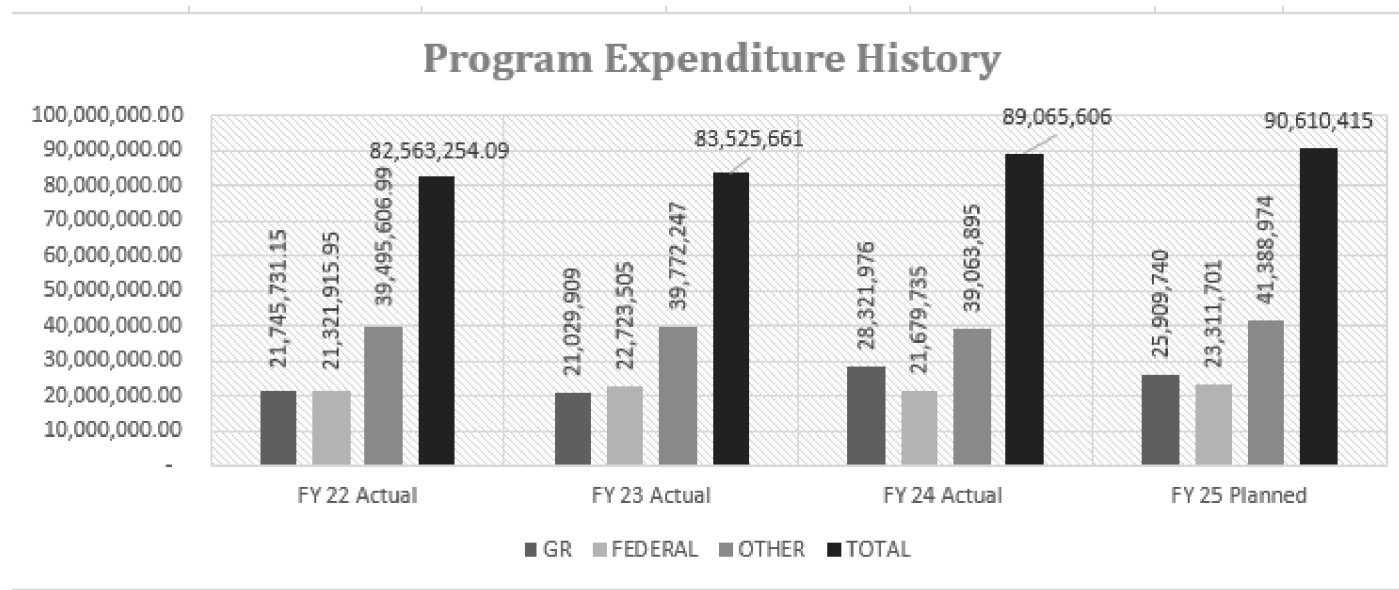
Department Office of Administration

HB Section(s): 05.025 & 05.030

Program Name Enterprise IT Operations

Program is found in the following core budget(s): Information Technology Services Division

3. Provide actual expenditures for the prior three fiscal years and planned expenditures for the current fiscal year. (Note: Amounts do not include fringe benefit costs.)



4. What are the sources of the "Other" funds?

Various Sources- ITSD supports 15 executive agencies as well as the Governor and Lt. Governor

5. What is the authorization for this program, i.e., federal or state statute, etc.? (Include the federal program number, if applicable.)

37.005.8 RSMo & 37.110 RSMo

6. Are there federal matching requirements? If yes, please explain.

No

7. Is this a federally mandated program? If yes, please explain.

No

PROGRAM DESCRIPTION

Department Information Technology Services Division

HB Section(s): 5.025 & 5.040

Program Name Office of Cyber Security (OCS)

Program is found in the following core budget(s): Information Technology Services Division

1a. What strategic priority does this program address?

- Technology Solutions: Looking to the future, implement technology that will improve how we work and provide a better customer and team experience.
- Protecting Confidentiality, Integrity, and Availability of Missouri state Government computer processes and electronic data.
- Governance of IT Security programs to meet industry best practices and state and federal regulatory requirements.

1b. What does this program do?

ITSD Office of Cyber Security provides the following services in compliance with State and Federal Regulatory compliance:

- Govern workforce and citizen system account access and the State of Missouri services they utilize.
- Identify and assess State of Missouri electronic assets that must be protected.
- Protect State of Missouri electronic assets to industry best practice standards (e.g., NIST 800.53)
- Detect threats to State of Missouri electronic assets.
- Respond to and mitigate exploits occurring against State of Missouri electronic assets.
- Recover State of Missouri electronic assets to a clean production state

PROGRAM DESCRIPTION

Department Information Technology Services Division

HB Section(s): 5.025 & 5.040

Program Name Office of Cyber Security (OCS)

Program is found in the following core budget(s): Information Technology Services Division

2a. Provide an activity measure(s) for the program.

- ITSD Office of Cyber Security manages multiple process improvement initiatives to satisfy NIST 800.53 best practice standards:

ITSD Cyber Security Program Initiatives for 2024-2027				
Governance				
Identify	Protect	Detect	Respond	Recover
Asset Management Business Environment Risk Assessment Risk Management Identity Access Management Tabletop Exercises	Access Controls Security Awareness Training Data Security Information Protection Processes and Procedures Maintenance Protective Technologies	Anomalies and Events Security and Continuous Maintenance Detection Processes	Response Planning Communications Analysis Mitigations Improvements	Recovery Planning Improvements Communications
Zero Trust Pillars				
Devices - People - Network - Applications - Data				
1) Risk framework/Risk Register Asset Inventory Asset Risk Assignment NIST Based Policy Refresh 2) IT Asset Management and IOT Hardware Software People/Accounts Employees Contractors Guests 3rd Party 3) Identity Access Management Agency/Roles Based Access Reviews 4) Identity Proofing/Monitoring 24X7	1) Two-Factor Authentication Remote Users Internal Administrators 3rd Party Connectivity 2) Real-time Identity Protection 3) Network Segmentation DMARC Perimeter Protection Lexus/Nexus external user validation Protocol Whitelisting Application Whitelisting Geo Fencing/Domain Fencing 4) Vulnerability Patching Process Improvement 5) Application OWASP Code Review 6) Decision Distribution Certificate training program across agencies 7) Security Mesh -Cloud, On-prem, Remote Standards	1) 24X7 Security Operation Center Proactive threat hunting Machine Learning Artificial Intelligence 2) Advanced Network Detection Network Access Controls Artificial Intelligence 3) Advanced Application Penetration Testing and Mitigation 4) Data Leakage Protection Test for regulated data	1) 24X7 Security Operations Center Off hour incident response Proactive threat hunting Real-time incident mitigation External managed threat response 2) Internal Forensics Certification Encase Certification 3. Thirteen months of event logging SIEM integrations	1) Immutable Backups 2) Disaster Recovery Process Improvements Critical Infrastructure Identification Technical Recovery Capabilities Down Time Procedures Recovery Time Objectives Business Impact Analysis Continuity of Operations Planning

PROGRAM DESCRIPTION

Department Information Technology Services Division

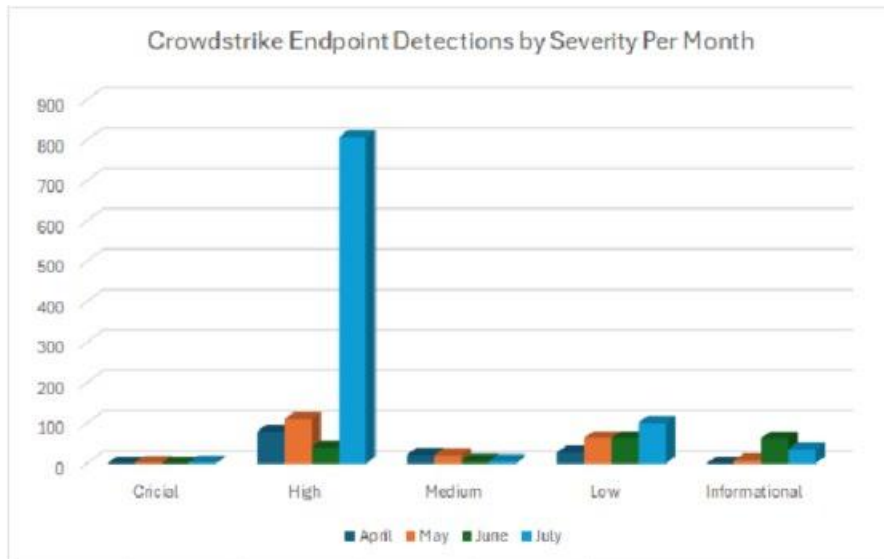
HB Section(s): 5.025 & 5.040

Program Name Office of Cyber Security (OCS)

Program is found in the following core budget(s): Information Technology Services Division

2b. Provide a measure(s) of the program's quality.

- ITSD Office of Cyber Security protects over 60 thousand computer endpoints from threats:



	April	May	June	July
Critical	0	2	0	3
High	79	110	40	808
Medium	22	21	7	6
Low	27	63	63	101
Informational	0	8	62	35
Total	128	204	172	953

PROGRAM DESCRIPTION

Department Information Technology Services Division

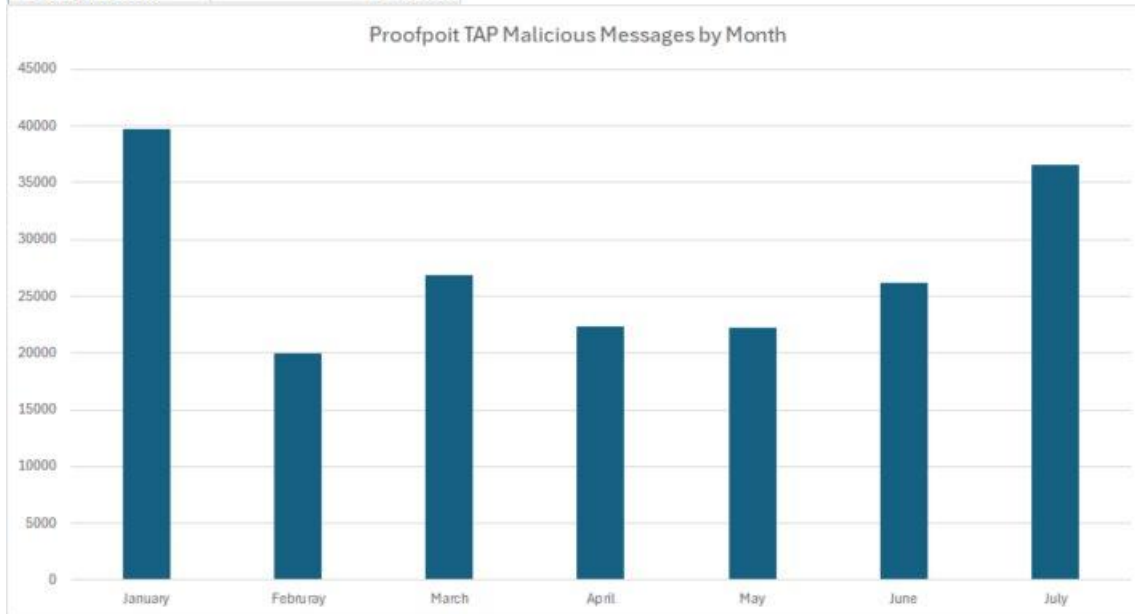
HB Section(s): 5.025 & 5.040

Program Name Office of Cyber Security (OCS)

Program is found in the following core budget(s): Information Technology Services Division

- ITSD Office of Cyber Security provides over 99.9% protection against email phishing and malware threats:

ProofPoint TAP	
Month	Malicious Messages
January	39792
February	19942
March	26828
April	22301
May	22270
June	26160
July	36537
Yearly Total	193830



PROGRAM DESCRIPTION

Department Information Technology Services Division

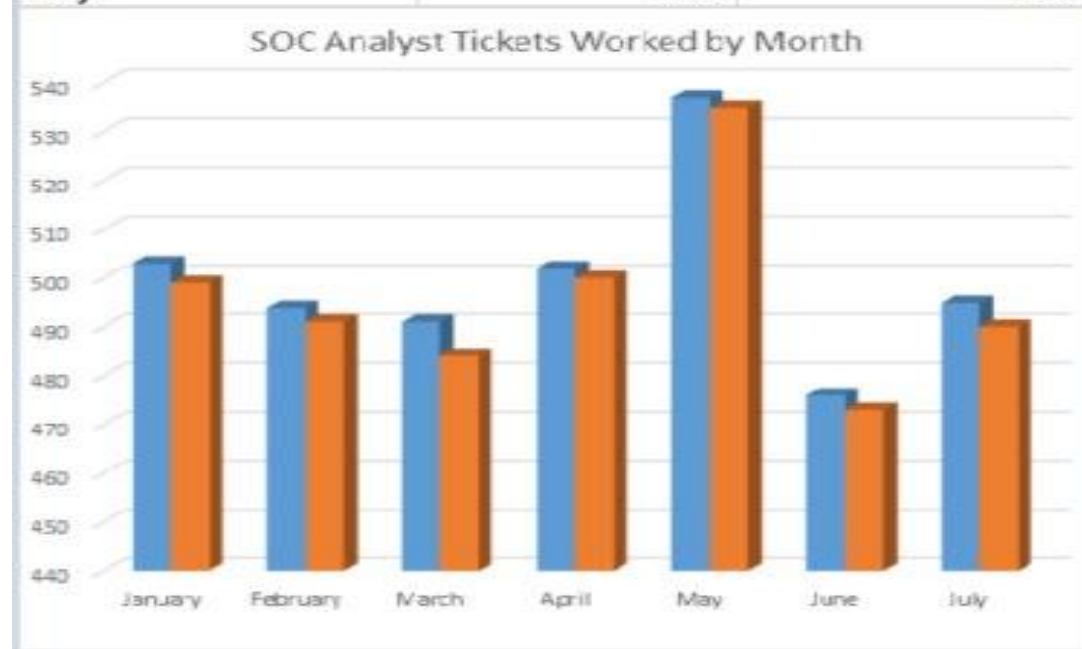
HB Section(s): 5.025 & 5.040

Program Name Office of Cyber Security (OCS)

Program is found in the following core budget(s): Information Technology Services Division

- ITSD Office of Cyber Security closes around 500 open security tickets monthly with around a 99% completion rate and 1% carry over. 100% of tickets are completed.

Month	Tickets Created	Tickets Closed
January	503	499
February	494	491
March	491	484
April	502	500
May	537	535
June	476	473
July	495	490



PROGRAM DESCRIPTION

Department Information Technology Services Division

HB Section(s): 5.025 & 5.040

Program Name Office of Cyber Security (OCS)

Program is found in the following core budget(s): Information Technology Services Division

2c. Provide a measure(s) of the program's impact.

- ITSD Office of Cyber Security manages multiple process improvement initiatives to ensure best practices and regulatory compliance is satisfied:

ITSD Cyber Security Program Initiatives for 2024-2027				
Governance				
Identify	Protect	Detect	Respond	Recover
Asset Management Business Environment Risk Assessment Risk Management Identity Access Management Tabletop Exercises	Access Controls Security Awareness Training Data Security Information Protection Processes and Procedures Maintenance Protective Technologies	Anomalies and Events Security and Continuous Maintenance Detection Processes	Response Planning Communications Analysis Mitigations Improvements	Recovery Planning Improvements Communications
Zero Trust Pillars				
Devices - People - Network - Applications - Data				
1) Risk framework/Risk Register Asset Inventory Asset Risk Assignment NIST Based Policy Refresh 2) IT Asset Management and IOT Hardware Software People/Accounts Employees Contractors Guests 3rd Party 3) Identity Access Management Agency/Roles Based Access Reviews 4) Identity Proofing/Monitoring 24X7	1) Two-Factor Authentication Remote Users Internal Administrators 3rd Party Connectivity 2) Real-time Identity Protection 3) Network Segmentation DMARC Perimeter Protection Lexus/Nexus external user validation Protocol Whitelisting Application Whitelisting Geo Fencing/Domain Fencing 4) Vulnerability Patching Process Improvement 5) Application OWASP Code Review 6) Decision Distribution Certificate training program across agencies 7) Security Mesh -Cloud, On-prem, Remote Standards	1) 24X7 Security Operation Center Proactive threat hunting Machine Learning Artificial Intelligence 2) Advanced Network Detection Network Access Controls Artificial Intelligence 3) Advanced Application Penetration Testing and Mitigation 4) Data Leakage Protection Test for regulated data	1) 24X7 Security Operations Center Off hour incident response Proactive threat hunting Real-time incident mitigation External managed threat response 2) Internal Forensics Certification Encase Certification 3. Thirteen months of event logging SIEM integrations	1) Immutable Backups 2) Disaster Recovery Process Improvements Critical Infrastructure Identification Technical Recovery Capabilities Down Time Procedures Recovery Time Objectives Business Impact Analysis Continuity of Operations Planning

2d. Provide a measure(s) of the program's efficiency.

PROGRAM DESCRIPTION

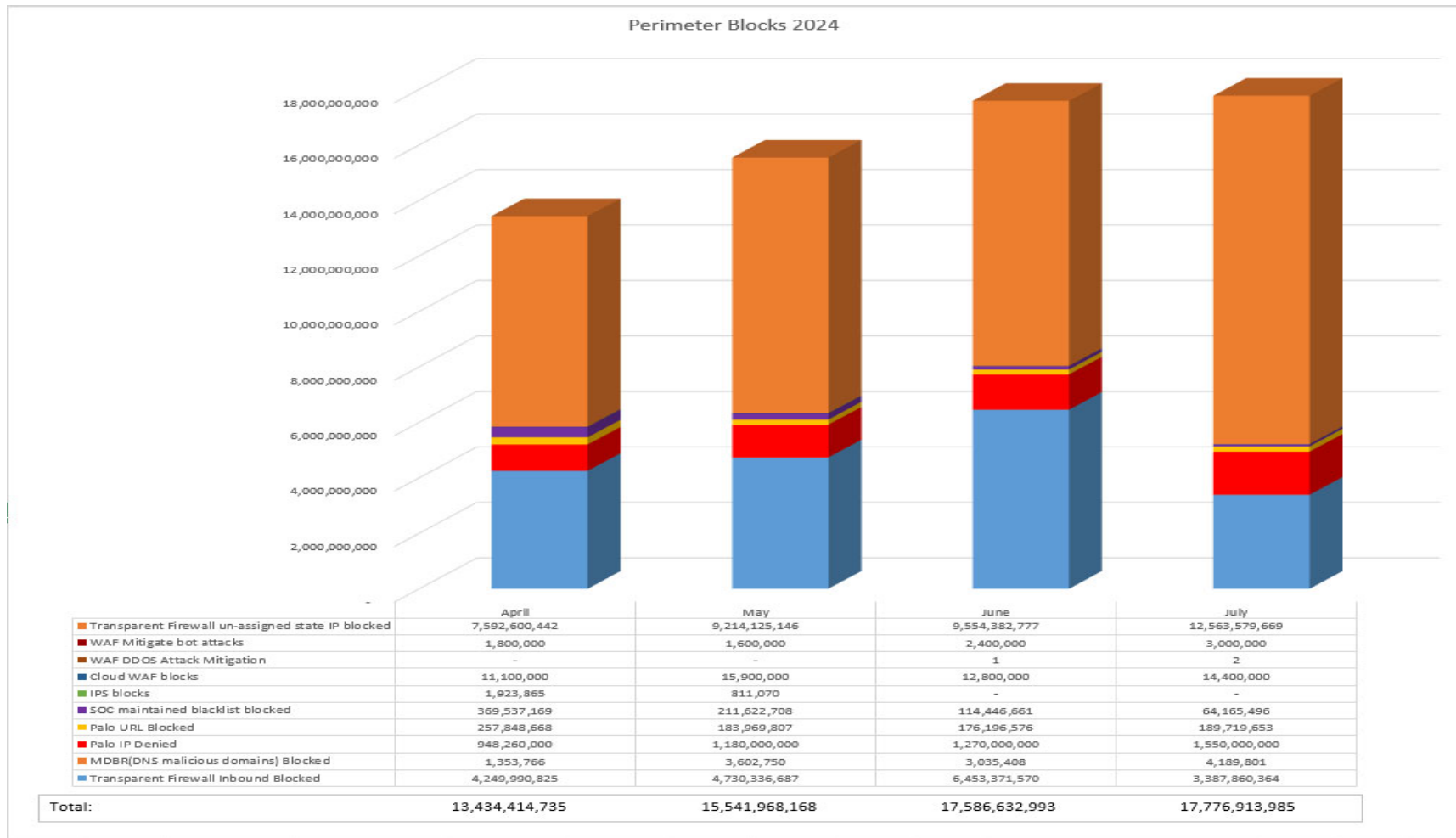
Department Information Technology Services Division

HB Section(s): 5.025 & 5.040

Program Name Office of Cyber Security (OCS)

Program is found in the following core budget(s): Information Technology Services Division

- The ITSD Office of Cyber Security mitigates a high volume of threats with high completion rates across all consolidated agencies:



PROGRAM DESCRIPTION

Department Information Technology Services Division

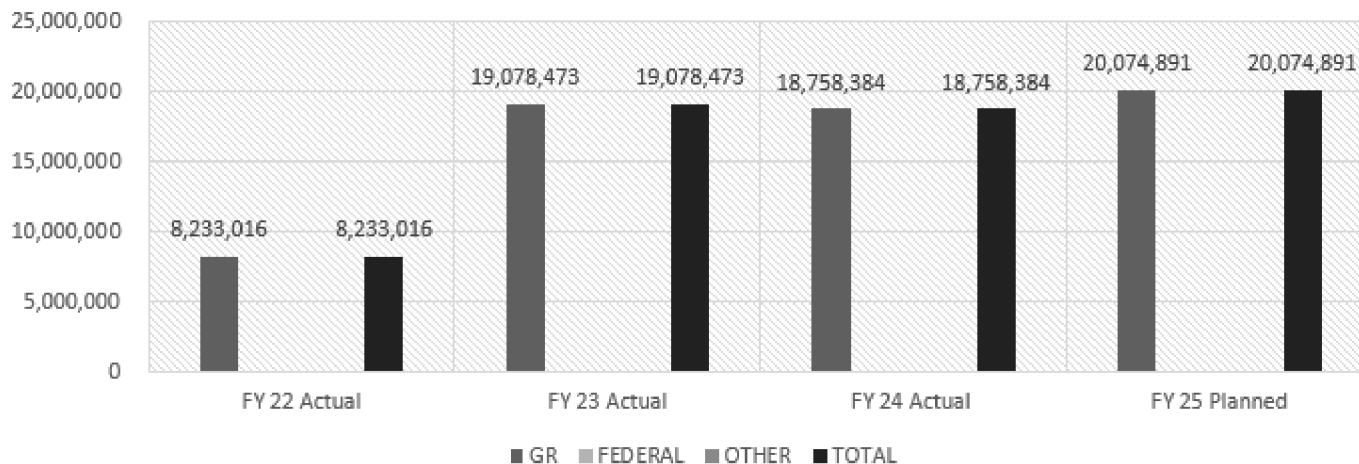
HB Section(s): 5.025 & 5.040

Program Name Office of Cyber Security (OCS)

Program is found in the following core budget(s): Information Technology Services Division

3. Provide actual expenditures for the prior three fiscal years and planned expenditures for the current fiscal year. (Note: Amounts do not include fringe benefit costs.)

Program Expenditure History



4. What are the sources of the "Other" funds?

5. What is the authorization for this program, i.e., federal or state statute, etc.? (Include the federal program number, if applicable.)

- 37.110, RSMo

6. Are there federal matching requirements? If yes, please explain.

- No

7. Is this a federally mandated program? If yes, please explain.

- No

PROGRAM DESCRIPTION

Department Information Technology Services Division

HB Section(s): 5.025, 5.030 & 5.045

Program Name Enterprise Project Management Office

Program is found in the following core budget(s): Information Technology Services Division

1a. What strategic priority does this program address?

- Technology Solutions: Looking to the future, implement technology that will improve how we work and provide better customer and team experience.
- Customer Focus: Provide quality solutions to enable our partner agencies to deliver impact to their customers.
- Culture of Excellence: Improve how we work by using standardized tools and training while promoting a culture of continuous improvement.

1b. What does this program do?

- The Enterprise Project Management Office (EPMO) was established to oversee ITSD's consolidated project portfolio through effective project effective management of people, infrastructure, assets, and projects. Its mission is to support strategic IT solution delivery.

2a. Provide an activity measure(s) for the program.

- The Enterprise Project Management Office (EPMO) provides enterprise project management policies, processes, standards, training, and tools for initiating, planning, executing, and closing of projects.
- Below are statistics of projects that started or completed between 7/1/2023 and 6/30/2024 (FY24):

FY24 Statistics	Totals	Costs
Projects Started	39	\$43,706,819.44
Projects Completed	33	\$33,645,797.73
Current Pending Projects	44	
Current Proposed Projects	29	

**Current pending and proposed projects are those currently in the intake, initiation, or planning phases.*

PROGRAM DESCRIPTION

Department Information Technology Services Division

HB Section(s): 5.025, 5.030 & 5.045

Program Name Enterprise Project Management Office

Program is found in the following core budget(s): Information Technology Services Division

2b. Provide a measure(s) of the program's quality.

- The Enterprise Project Management Office (EPMO) tracks the project health of each active project.
- The graph below reflects the health of Cabinet Information Technology Governance Council (CITGC) projects being managed by the EPMO:

Active Projects														
Project	DED	DESE	DHEWD	DHSS	DCI	DMH	DNR	DOC	DOLIR	DOR	DPS	DSS	MDA	OA
Alcohol Licensing and Case Management Solution (ALCMS)											Green			
CBORD NetMenu Food and Nutrition Management System						Red								
Child Care Data System (CCDS)		Yellow												
Core 42			Green											
Crime Victim Alert Portal											Green			
Crime Victim Compensation (CVC) Online Application											Green			
DBH Time Clock Plus and Humanity Procurement and Implementation						Green								
DD Case Management Restart (ConneXion)						Green								
DES CCAI Enhancements to IVR									Green					
Digital Government Transformation - Citizen Portal and Data Lakes														Green
Digital Government Transformation - Infrastructure														Green
Digital Government Transformation (DGT) - Modern Office Productivity Tools														Green
DLS Prevailing Wage AWO Modernization									Green					
DWC Modernization Program									Yellow					
Electronic Health Record (EHR) Planning, Procurement and Implementation						Green								
Enhanced Data for Better Decisions			Green											
Enrollment Broker/Premium Collections												Green		
FSD Automated IVR												Yellow		
GIS Compliance Monitoring Toolkit (CMT)							Green							
Grain Regulatory Services													Green	
HCBS Case Management Solution				Green										
Health Information Network Data Exchange						Completed								
IM Constituent Portal												Green		
IM Self Employment Electronic Verification												Green		

PROGRAM DESCRIPTION

Department Information Technology Services Division

HB Section(s): 5.025, 5.030 & 5.045

Program Name Enterprise Project Management Office

Program is found in the following core budget(s): Information Technology Services Division

2c. Provide a measure(s) of the program's impact.

- The Enterprise Project Management Office (EPMO) enables our agencies to deliver direct impact to our citizens. Specific details of those impacts are in the individual agency program descriptions. The number of projects supported by agency current in ITSD's project portfolio are listed below:

Agency	Proposed	Pending	Open	Total
DPS	4	2	5	11
DSS	3	9	9	21
DOR	0	3	1	4
DOLIR	6	1	7	14
DESE	4	4	9	17
DMH	3	4	3	10
DHSS	1	7	5	13
DED	0	0	2	2
OA	2	5	2	9
DHEWD	2	1	2	5
MDA	1	3	2	6
DOC	0	1	2	3
DNR	2	3	3	8
DCI	1	0	1	2
Totals	29	43	53	125

PROGRAM DESCRIPTION

Department Information Technology Services Division

HB Section(s): 5.025, 5.030 & 5.045

Program Name Enterprise Project Management Office

Program is found in the following core budget(s): Information Technology Services Division

2d. Provide a measure(s) of the program's efficiency.

Current total of EPMO Staff assigned to projects	Current total of projects assigned to EPMO Staff	Current average of project assignments per EPMO staff
43	102	2.4

PROGRAM DESCRIPTION

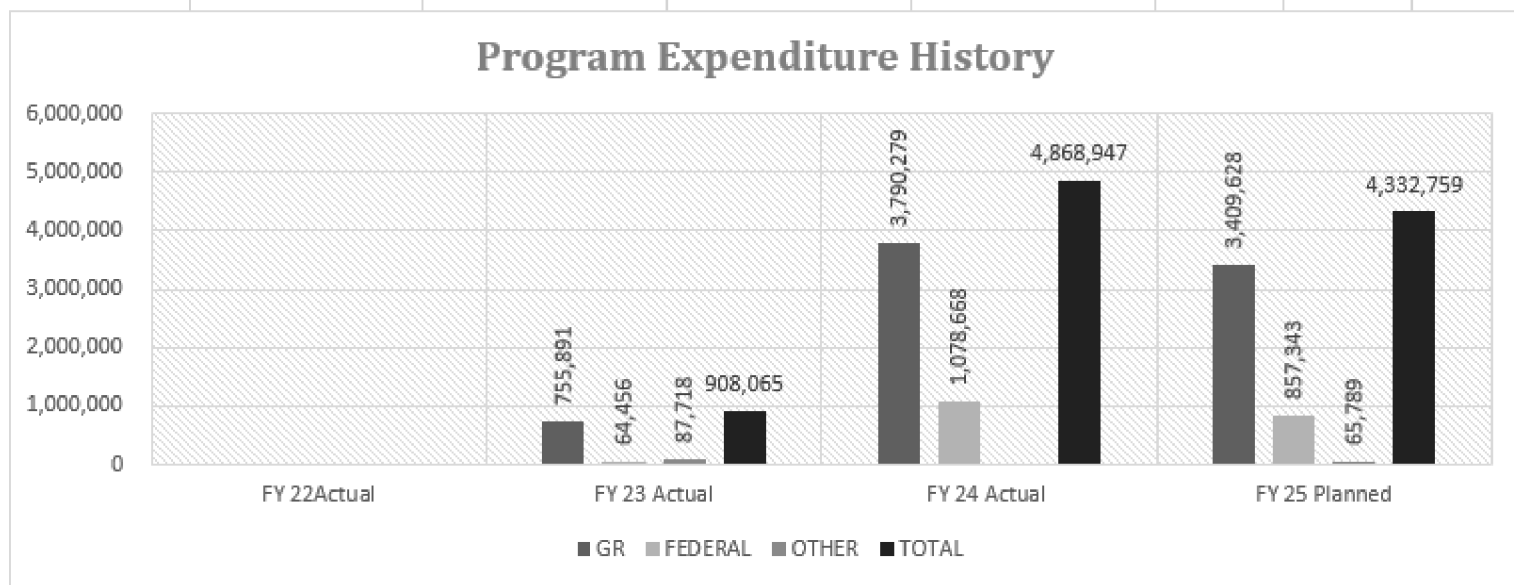
Department Information Technology Services Division

HB Section(s): 5.025, 5.030 & 5.045

Program Name Enterprise Project Management Office

Program is found in the following core budget(s): Information Technology Services Division

3. Provide actual expenditures for the prior three fiscal years and planned expenditures for the current fiscal year. (Note: Amounts do not include fringe benefit costs.)



4. What are the sources of the "Other" funds?

- Various Sources – ITSD supports 15 executive agencies, as well as the Governor and Lt. Governor

5. What is the authorization for this program, i.e., federal or state statute, etc.? (Include the federal program number, if applicable.)

- 37.110, RSMo

6. Are there federal matching requirements? If yes, please explain.

- No

7. Is this a federally mandated program? If yes, please explain.

- No

PROGRAM DESCRIPTION

Department Office of Administration

HB Section(s): 5.055

Program Name Division of Personnel

Program is found in the following core budget(s): Division of Personnel - Operating

1a. What strategic priority does this program address?

The strategic priority of this program is to build the State of Missouri workforce for the future.

1b. What does this program do?

- Modernizes the State's approach to statewide recruitment through collaboration with executive departments to efficiently fill vital positions using innovative technologies, recruitment methods and external stakeholders. Our ultimate goal is to ensure timely placement of the most suitable candidates.
- Coordinates talent management and learning solutions at a statewide level with the aim of enhancing the effectiveness of the State of Missouri's workforce. Our primary objective is to actively seek and execute opportunities that allow top-notch training to be efficiently disseminated throughout state government. Key focus areas involve nurturing a skilled workforce, fostering professional development, acknowledging team members' contributions, and cultivating a coaching-oriented culture.
- Supports State team members and executive departments through maintenance of the classification structure, position/job analysis, compensation administration, and examining turnover trends. Provides quality assurance for agency transactional human resources.
- Educates department and division leaders, human resource teams, hiring managers, and team members on compensation processes and/or best practices. The division leverages market data, salary surveys, economic trends, turnover rates, and internal equity details.
- Provides statewide Human Resources (HR) data analysis and visualizations to stakeholders at all phases of the team member lifecycle on a routine and ad hoc basis. Supports SAMII HR maintenance, administers workforce surveys, and provides customer support for the talent management technologies.

PROGRAM DESCRIPTION

Department Office of Administration

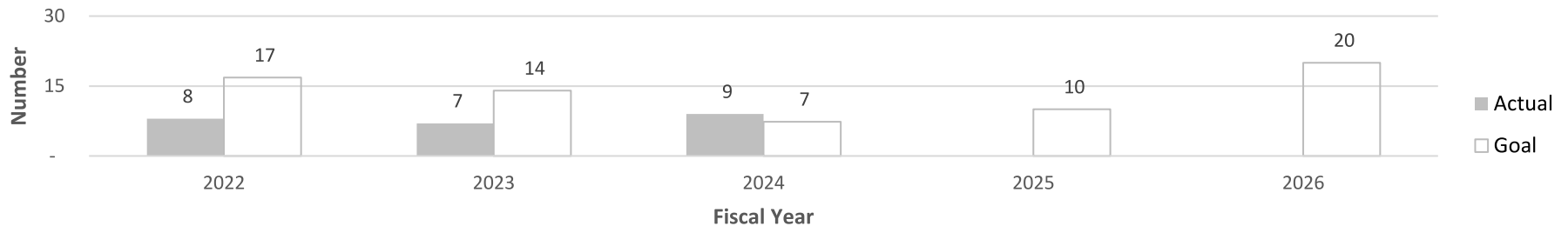
HB Section(s): 5.055

Program Name Division of Personnel

Program is found in the following core budget(s): Division of Personnel - Operating

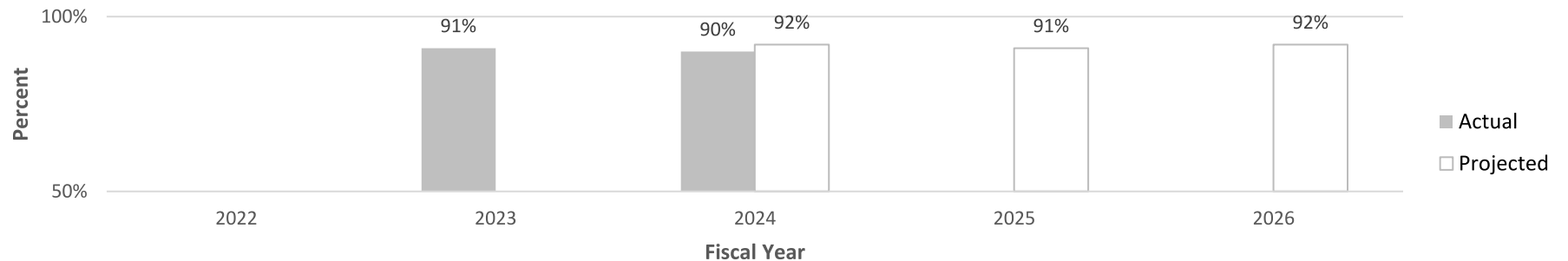
2a. Provide an activity measure(s) for the program.

Average Number of Applicants per Job Posting



This measure represents the average number of applicants per job posting for all positions posted in MO Careers, the State's centralized application platform. Pipeline requisitions (positions that are automatically closed and reposted due to constant need) are excluded from this calculation. Efforts to increase these numbers include: outreach efforts with DOC Reentry 2030, Missouri as a Model Employer, and Veterans hiring initiatives; sponsored advertising features through LinkedIn, Indeed, Job Target, and Careers in Government; planned implementation of a statewide employee referral program, attendance and hosting of hiring events; and increased marketing efforts with robust attention to state benefits.

Average Salary Compared to Market Midpoint



Compa-ratio is a measurement of pay that compares an employee's base salary to the median compensation for similar positions within target market. Compa-ratio is used by employers to ensure that employee compensation is consistent with market and industry standards. In doing so, the employer is more likely able to recruit top talent, reduce turnover, control payroll expenses and comply with fair pay policies. Generally, compa-ratio percentages fall between 80% and 120%, with 100% considered best practice. Reliable data is not available for 2022.

PROGRAM DESCRIPTION

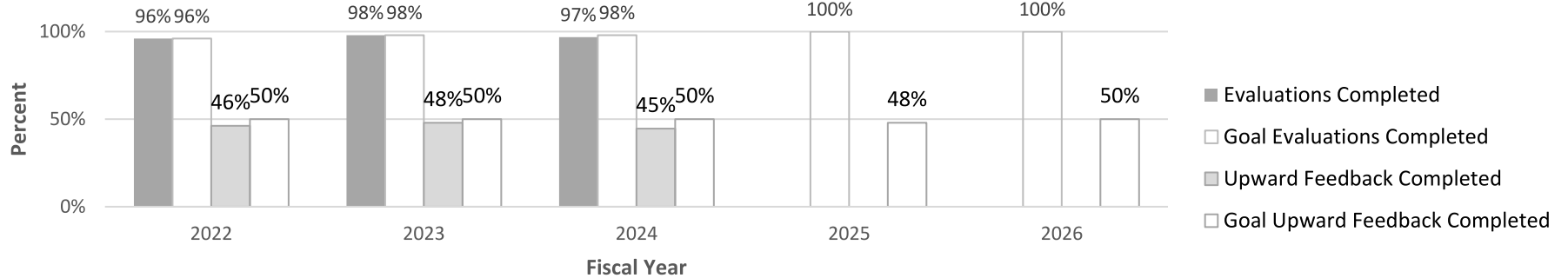
Department Office of Administration

HB Section(s): 5.055

Program Name Division of Personnel

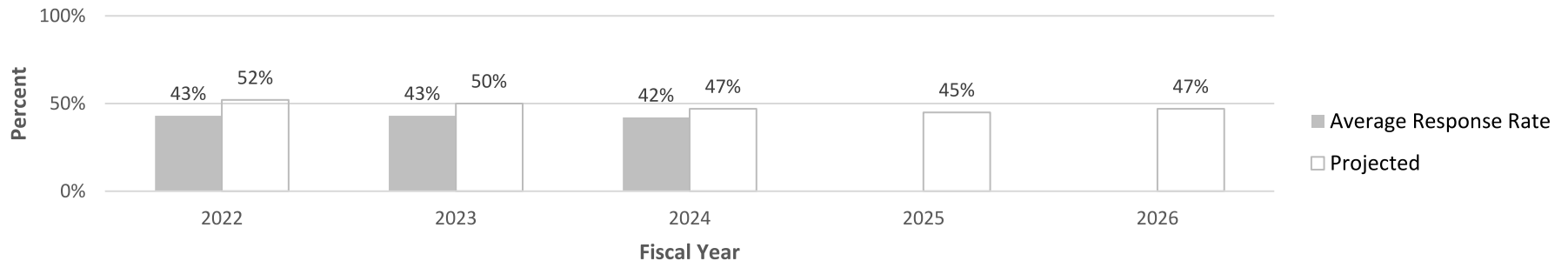
Program is found in the following core budget(s): Division of Personnel - Operating

Average ENGAGE Evaluations & Upward Feedback Completed



ENGAGE is the State's approach to professional development, bringing supervisors and team members together to have monthly coaching and developmental conversations. In addition to monthly conversations, team member ENGAGE evaluations and supervisor upward feedback opportunities occur in March and September. Beginning in calendar year 2022, the cadence for ENGAGE evaluations and upward feedback shifted from quarterly to biannually.

Statewide Quarterly Employee Engagement Survey Responses



The Quarterly Pulse Survey (QPS) is a statewide survey that gathers feedback on team members' experience and perspectives. It allows for the same questions to be asked at the same time to all 17 executive agencies and the Attorney General's Office (AGO). Through QPS feedback, new programs continue to be developed to transform how we learn, grow, and work. The AGO participated in QPS from January 2023 through February 2024.

PROGRAM DESCRIPTION

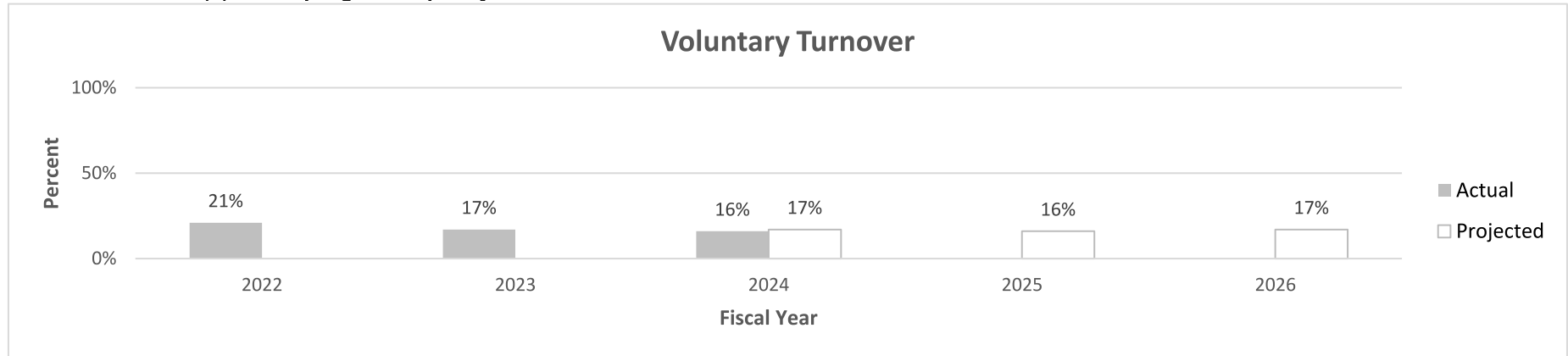
Department Office of Administration

HB Section(s): 5.055

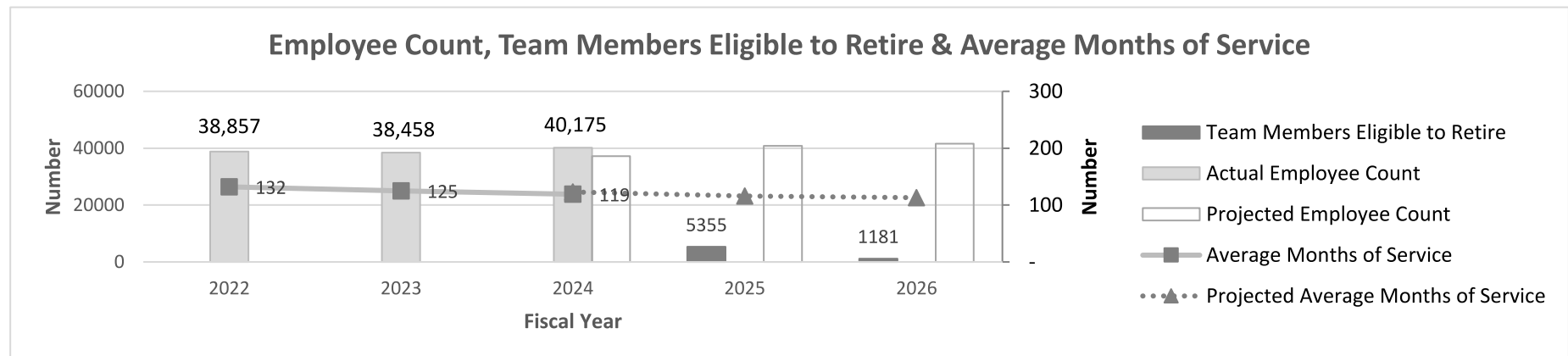
Program Name Division of Personnel

Program is found in the following core budget(s): Division of Personnel - Operating

2b. Provide a measure(s) of the program's quality.



Voluntary turnover is calculated by adding the total number of "resigned state" employee transactions plus the total number of "resigned agency" employee transactions, divided by the total full-time equivalent (FTE). Voluntary turnover occurs when a team member willingly chooses to leave their position. The data represents executive branch departments, full-time permanent employees only, as entered in the SAM II HR/Payroll System in a twelve month rolling period. Projections are based on an average increase of 2.45% in voluntary separations and a decrease of .06% in total FTE over the past 5 years.



Retirement info is provided by MOSERS and MPERS. Data represents only permanent employees in the executive branch. Projections are based on an average decrease of 2.50% in years/months of service over the past 5 years, and increase of 1.72% in total full-time employee count over the past 4 years.

PROGRAM DESCRIPTION

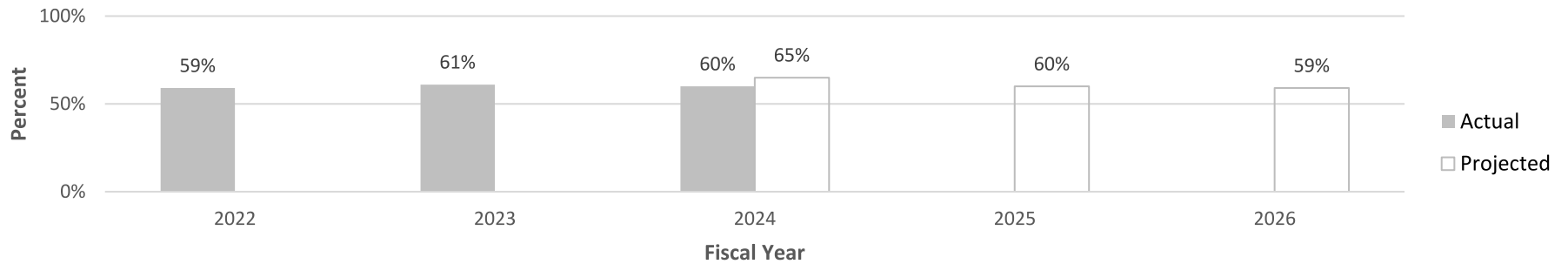
Department Office of Administration

HB Section(s): 5.055

Program Name Division of Personnel

Program is found in the following core budget(s): Division of Personnel - Operating

Rate of Retention for New Team Members with Less than 12 Months of State Service



The rate of retention for new employees is a percentage of State team members who remained employed with the department for 12 months divided by the total number of new employees hired within the same time period. Projections are based on an average increase of 8.74% in 12-month separations, and 7.26% average increase in total full-time hires over the past 5 years.

2c. Provide a measure(s) of the program's impact.

MOVERS Learn Hours



MOVERS Learn is a statewide learning management system launched in late July 2024. This platform enables departments to streamline their curriculum and offer targeted learning content to their team members. MOVERS Learn supports the compliance of 1 CSR 20-6.010 –Leadership Development Rule (LDR) for team members in leadership positions. This measure will include completed learning hours from LinkedIn Learning, Pluralsight, and KnowBe4 Cyber Security. This will be the aggregated hours entered manually and completed in MOVERS Learn.

PROGRAM DESCRIPTION

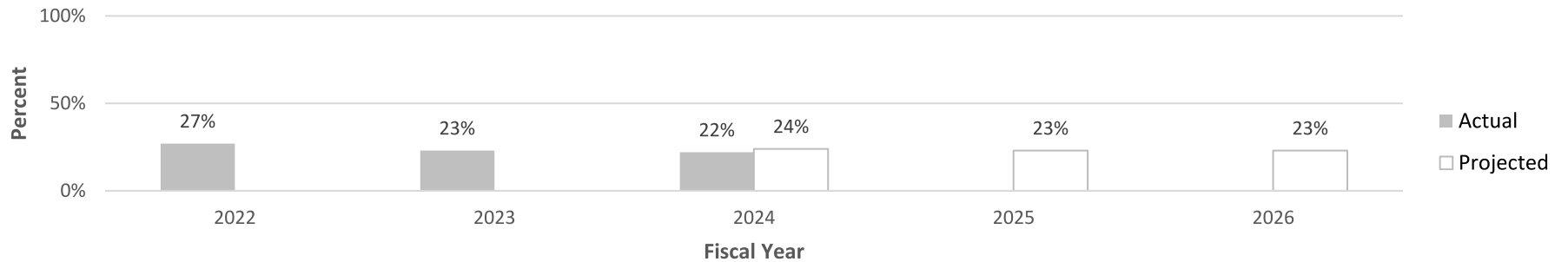
Department Office of Administration

HB Section(s): 5.055

Program Name Division of Personnel

Program is found in the following core budget(s): Division of Personnel - Operating

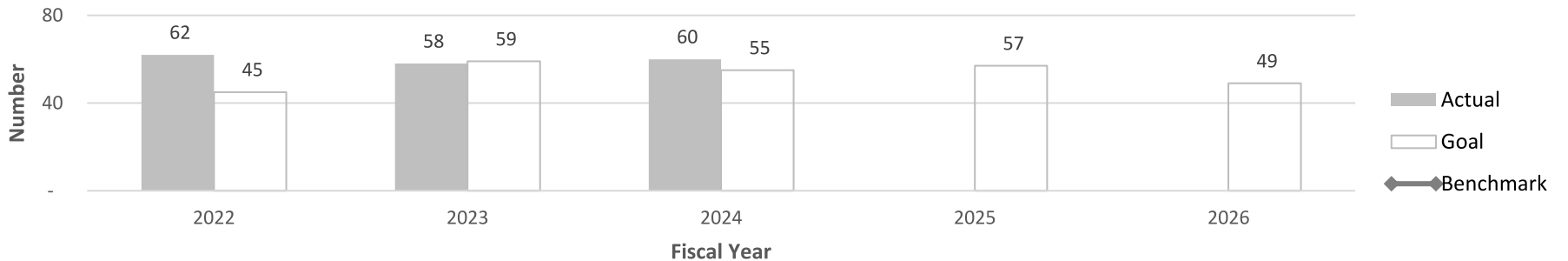
State Workforce Total Turnover



Total turnover is calculated by dividing the total number of separation actions by the total number of full-time equivalents (FTE). Projections are based on an average increase of 2.04% in total separations and .06% average decrease in total FTE over the past 5 years.

2d. Provide a measure(s) of the program's efficiency.

Time to Fill (Average Days)



Time to fill is the number of days when the job opening was posted in MO Careers, the State's centralized application platform, until the conditional offer is accepted by the candidate as defined by Society for Human Resource Management (SHRM). The benchmark of 45 days is a SHRM benchmark specific for government agencies. Pipeline requisitions (positions that automatically close and repost due to the constant need) are excluded from this calculation. Efforts to improve these numbers include: outreach efforts with DOC Reentry 2030, Missouri as a Model Employer, and Veterans hiring initiatives; sponsored advertising features through LinkedIn, Indeed, Job Target, and Careers in Government; implementation of a statewide employee referral program, attendance and hosting of hiring events; and increased marketing efforts with robust attention to state benefits.

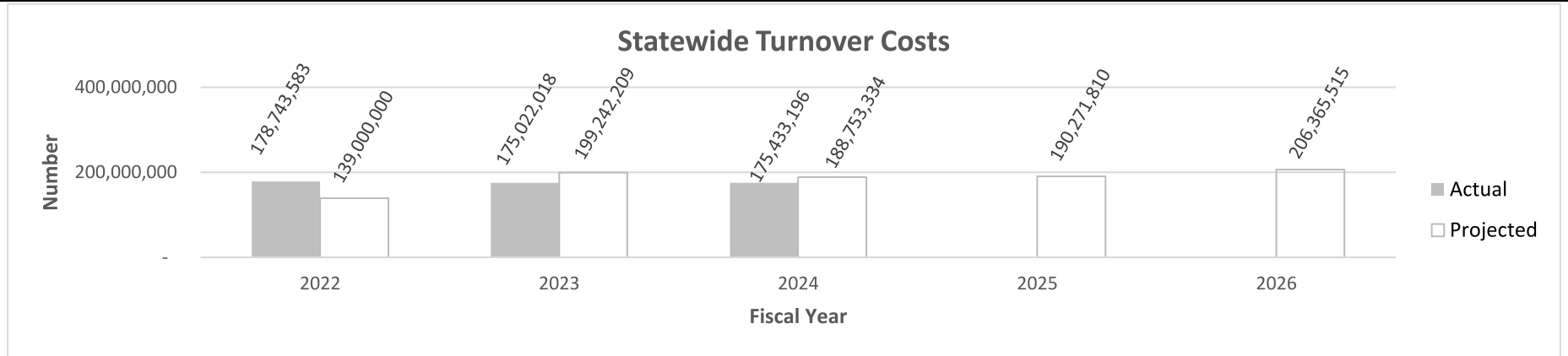
PROGRAM DESCRIPTION

Department Office of Administration

HB Section(s): 5.055

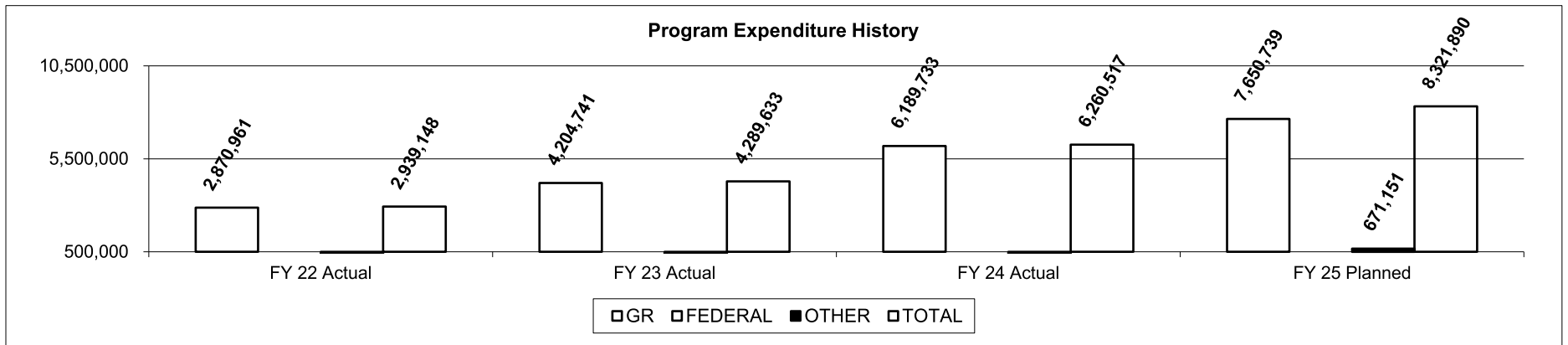
Program Name Division of Personnel

Program is found in the following core budget(s): Division of Personnel - Operating



Each team member's departure costs about one-third of their salary per the Society for Human Resource Management (SHRM). Turnover costs are calculated by multiplying the average salary of the executive departments by departure costs of one-third then multiplying by total separations. Projections are based on an average of 2.04% increase in total separations and an average 6.29% increase in salary (averages are based on past 5 years).

3. Provide actual expenditures for the prior three fiscal years and planned expenditures for the current fiscal year. (Note: Amounts do not include fringe benefit costs.)



PROGRAM DESCRIPTION

Department Office of Administration

HB Section(s): 5.055

Program Name Division of Personnel

Program is found in the following core budget(s): Division of Personnel - Operating

4. What are the sources of the "Other " funds?

OA Revolving Administrative Fund (0505); MO Revolving Information Technology Trust Fund (0980)

5. What is the authorization for this program, i.e., federal or state statute, etc.? (Include the federal program number, if applicable.)

Article IV, Section 19; Chapter 36 RSMo and Title 1, Division 20 of Mo CSR

6. Are there federal matching requirements? If yes, please explain.

No

7. Is this a federally mandated program? If yes, please explain.

Positions in some agencies may require coverage by a merit system as a condition of receiving federal funds.

PROGRAM DESCRIPTION

Department Office of Administration

AB Section(s): 5.055

Program Name Center of Operational Excellence

Program is found in the following core budget(s): Division of Personnel

1a. What strategic priority does this program address?

The state operational excellence program, Show Me Excellence, is driving change across state government to support the Governor's transformation objective for Missouri state government: 'To meet citizen expectations so that we are as good as any organization'. Organizational transformation is a multi-year journey aimed at improving and sustaining organizational performance.

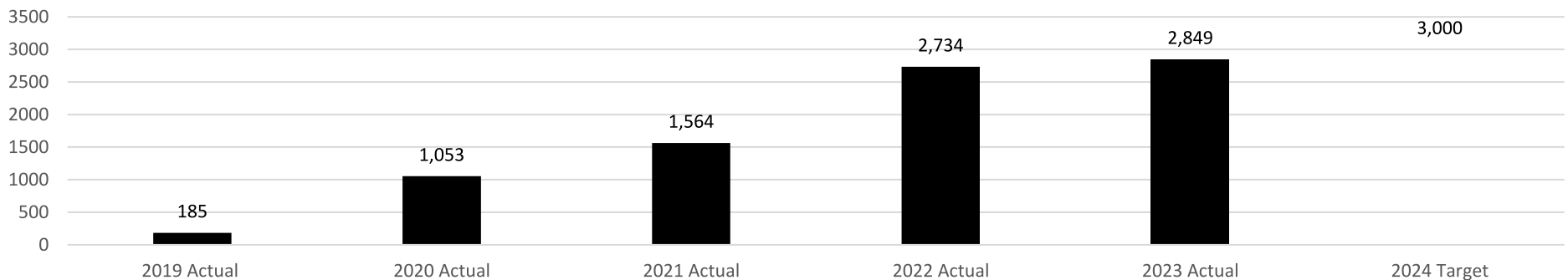
1b. What does this program do?

The state operational excellence program, Show Me Excellence, is driving change across state government by creating a framework to sustain agency operating rhythms for strategic planning and performance management, as well as capability building for state team members so that they can improve how we serve Missouri citizens. We do this by:

- ◆ Lead and coordinate state level operational excellence efforts in conjunction with all department operational excellence leaders.
- ◆ Lead and coordinate state level operational excellence initiatives as directed by the Governor's Office and the Commissioner of Administrations, such as efforts to improve Customer Service Centers across state government.
- ◆ Develop and deliver trainings to support continuous improvement and problem solving skills for state team members in any role, such as the Show Me Excellence White Belt, Yellow Belt, and Green Belt trainings. The annual summit that is hosted by the Center of Excellence, brings this community together yearly to learn together, hear from industry and other government leaders, and share best practice.
- ◆ Host the annual Show Me Challenge competition which allows state team members to pitch their ideas to improve how we serve the citizens.

2a. Provide an activity measure(s) for the program.

**Show Me Excellence Summit
Annual Attendee Count**



PROGRAM DESCRIPTION

Department Office of Administration

AB Section(s): 5.055

Program Name Center of Operational Excellence

Program is found in the following core budget(s): Division of Personnel

2b. Provide a measure(s) of the program's quality.

The 2022 & 2023 Show Me Excellence Summit Survey Results have demonstrated a consistent value for the team who attend. Both years have had:

- ◆ >90% of attendees stated that the Summit was beneficial to them
- ◆ >75% of attendees stated that they plan to implement changes within their organization based on what they learned at the Summit

2c. Provide a measure(s) of the program's impact.

Over 12,000 team members, or 30%, have completed Show Me Excellence White Belt training. Over 3,400 team members, or 8%, have continued their problem solving skill building by completing their Show Me Excellence Yellow Belt training. Several departments have incorporated the White Belt training as part of their new team member orientation and set the expectation for Yellow Belt training for their leaders. This year an advanced process improvement training was created with 28 participants enrolling in the program, representing 13 agencies.

Success Stories: Check out agency success stories on the Show Me Excellence website at : <https://showmeexcellence.mo.gov/success-stories/>

2d. Provide a measure(s) of the program's efficiency.

All seventeen executive departments are in a regular operating rhythm of identifying and executing on their top strategic priorities. Visit <https://strategicchange.mo.gov/> for more information.

PROGRAM DESCRIPTION

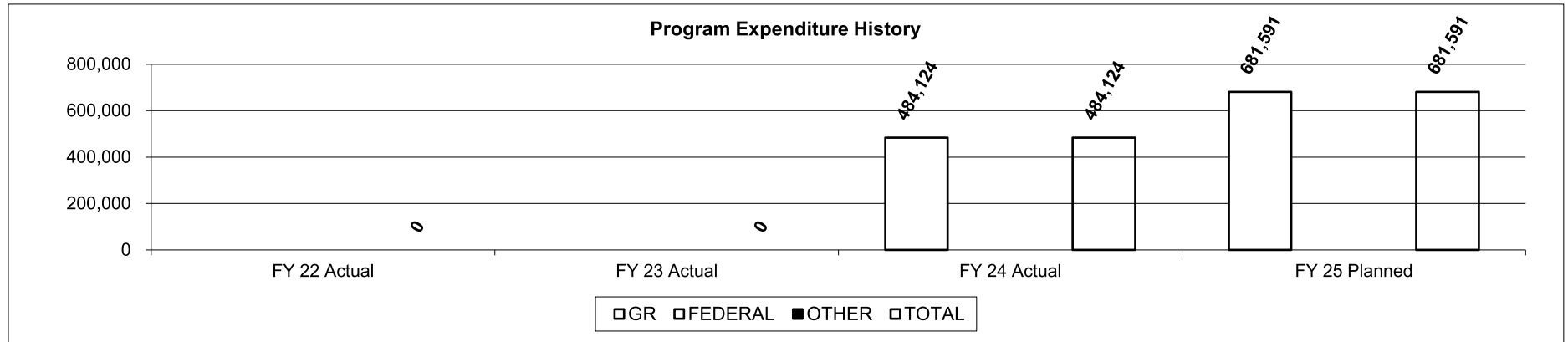
Department Office of Administration

AB Section(s): 5.055

Program Name Center of Operational Excellence

Program is found in the following core budget(s): Division of Personnel

3. Provide actual expenditures for the prior three fiscal years and planned expenditures for the current fiscal year. (Note: Amounts do not include fringe benefit costs.)



4. What are the sources of the "Other " funds?

None

5. What is the authorization for this program, i.e., federal or state statute, etc.? (Include the federal program number, if applicable.)

None

6. Are there federal matching requirements? If yes, please explain.

No

7. Is this a federally mandated program? If yes, please explain.

No

PROGRAM DESCRIPTION

Department: Office of Administration

HB Section(s): 5.055

Program Name: Employee Referral Program

Program is found in the following core budget(s): Division of Personnel

1a. What strategic priority does this program address?

A recruitment focus of filling open job vacancies across the State of Missouri.

1b. What does this program do?

The employee referral program leverages existing team members to identify and recommend potential candidates for job vacancies, helping the State attract qualified talent more efficiently and cost-effectively. This will have a positive impact on recruitment and retention overall. Engaging current team members contributes to enhancing the workplace culture and boosting team member engagement as referring team members will become more invested in the success and integration of newly referred team members.

2a. Provide an activity measure(s) for the program.

Number of applicants referred by current state team members

2b. Provide a measure(s) of the program's quality.

Increase in retention/longevity of referred team members

2c. Provide a measure(s) of the program's impact.

Increase State of Missouri's applicant referral rate from 10% to 20%

PROGRAM DESCRIPTION

Department: Office of Administration

HB Section(s): 5.055

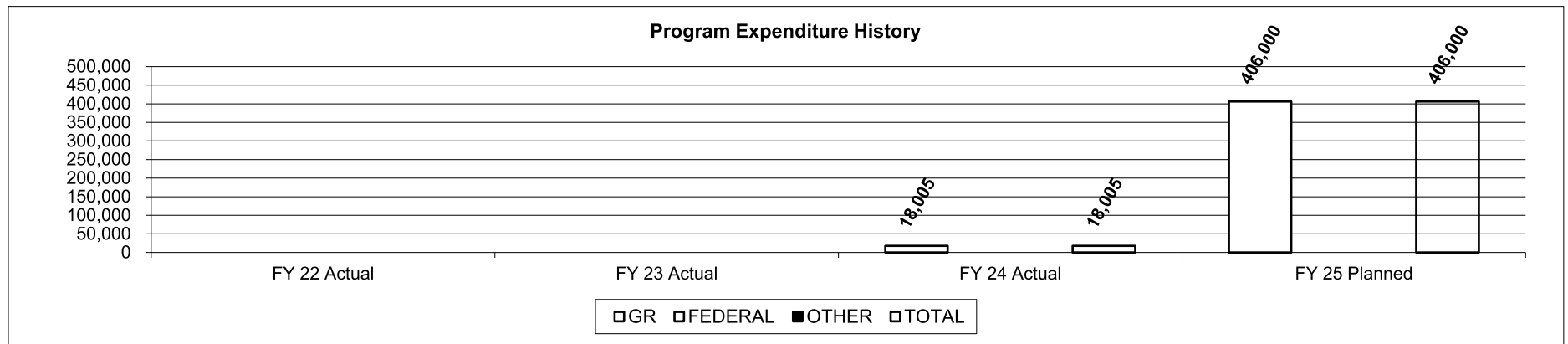
Program Name: Employee Referral Program

Program is found in the following core budget(s): Division of Personnel

2d. Provide a measure(s) of the program's efficiency.

Timeliness of processing referrals and reduced hiring costs

3. Provide actual expenditures for the prior three fiscal years and planned expenditures for the current fiscal year. (Note: Amounts do not include fringe benefit costs.)



4. What are the sources of the "Other " funds?

None

5. What is the authorization for this program, i.e., federal or state statute, etc.? (Include the federal program number, if applicable.)

Chapter 36 RSMo

6. Are there federal matching requirements? If yes, please explain.

No

7. Is this a federally mandated program? If yes, please explain.

No

PROGRAM DESCRIPTION

Department Office of Administration

AB Section(s): 5.055

Program Name Talent Transformation Services

Program is found in the following core budget(s): Division of Personnel

1a. What strategic priority does this program address?

The program addresses the strategic priority of talent management and workforce optimization. It emphasizes the importance of recruiting, retaining, and developing top talent while utilizing data-driven insights to support and inform leadership decisions, ultimately optimizing the workforce for the organization's goals.

- **Talent Acquisition and Recruitment:** Using data-driven insights to inform proactive decision-making to improve the recruitment process and overall talent acquisition strategy to attract top talent.
- **Employee Engagement and Retention:** Identify attrition factors and detect early signs of disengagement to proactively address risks and build trust-based meaningful relationship between team members and supervisors.
- **Organization Culture and Team Member Experience:** Aimed at fostering a positive organizational culture and improving the team member experience

1b. What does this program do?

The program leverages data analytics and qualitative analysis using available hiring data to enhance both job fit in the hiring process and employee retention by developing algorithms to detect early signs of employee disengagement, accompanied with personalized and practical feedback to reduce employee turnover rate.

2a. Provide an activity measure(s) for the program.

Lower statewide turnover or do we keep it more basic and say that we will design new dashboards with predictive analytics to assist supervisors in making proactive decisions.

2b. Provide a measure(s) of the program's quality.

Decrease in voluntary turnover rates and increase in rate of retention for new team members with less than 12 months of State service

PROGRAM DESCRIPTION

Department Office of Administration

AB Section(s): 5.055

Program Name Talent Transformation Services

Program is found in the following core budget(s): Division of Personnel

2c. Provide a measure(s) of the program's impact.

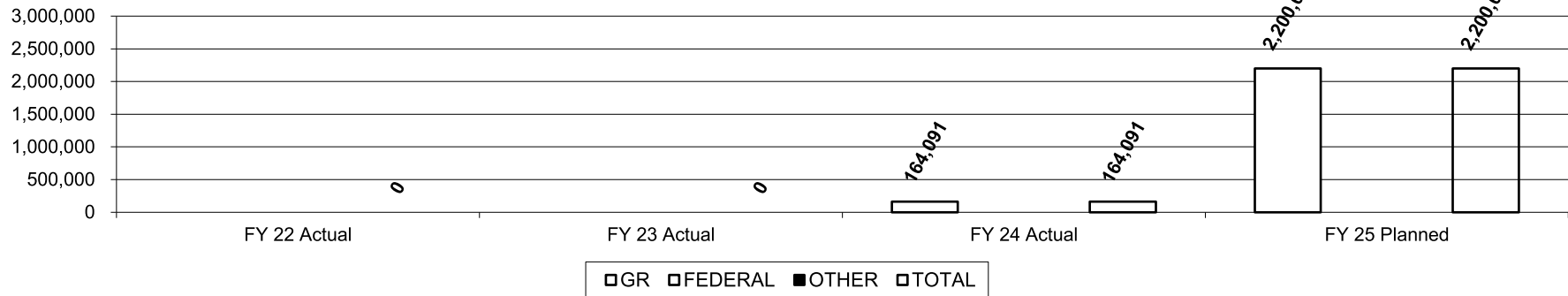
Decrease in state workforce total turnover

2d. Provide a measure(s) of the program's efficiency.

Decrease in statewide turnover costs

3. Provide actual expenditures for the prior three fiscal years and planned expenditures for the current fiscal year. (Note: Amounts do not include fringe benefit costs.)

Program Expenditure History



PROGRAM DESCRIPTION

Department Office of Administration

AB Section(s): 5.055

Program Name Talent Transformation Services

Program is found in the following core budget(s): Division of Personnel

4. What are the sources of the "Other " funds?

None

5. What is the authorization for this program, i.e., federal or state statute, etc.? (Include the federal program number, if applicable.)

Chapter 36 RSMo

6. Are there federal matching requirements? If yes, please explain.

No

7. Is this a federally mandated program? If yes, please explain.

No

PROGRAM DESCRIPTION

Department: Office of Administration

HB Section(s): 5.060

Program Name: Rewards and Recognition

Program is found in the following core budget(s): Division of Personnel

1a. What strategic priority does this program address?

The strategic priority of this program is to support and reward the top performers in each executive agency.

1b. What does this program do?

The Rewards and Recognition Program, Professional and Leadership Development Award (PLDA), coordinates state-wide performance management to reward and recognize state team members for exemplary performance. Our goal is to pursue and implement opportunities to allow state government to stay competitive with private and public sector companies. The program is focused on retaining and honoring top talent while using state dollars efficiently to invest in further development opportunities for team members.

2a. Provide an activity measure(s) for the program.

Number of professional development opportunities provided to team members through PLDA

2b. Provide a measure(s) of the program's quality.

Increase in professional development opportunities and state team member's perception of attractive incentives captured through the statewide Quarterly Pulse Survey (QPS)

2c. Provide a measure(s) of the program's impact.

Increase in retention and promotions of reward recipients over time

PROGRAM DESCRIPTION

Department: Office of Administration

HB Section(s): 5.060

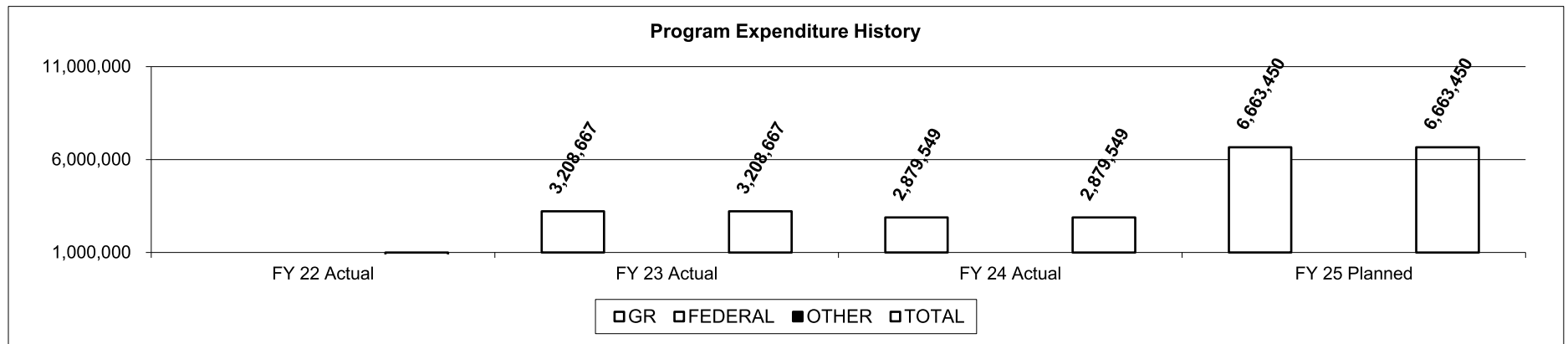
Program Name: Rewards and Recognition

Program is found in the following core budget(s): Division of Personnel

2d. Provide a measure(s) of the program's efficiency.

Direct expenditures per learner

3. Provide actual expenditures for the prior three fiscal years and planned expenditures for the current fiscal year. (Note: Amounts do not include fringe benefit costs.)



4. What are the sources of the "Other " funds?

None

5. What is the authorization for this program, i.e., federal or state statute, etc.? (Include the federal program number, if applicable.)

Chapter 36 RSMo

6. Are there federal matching requirements? If yes, please explain.

No

7. Is this a federally mandated program? If yes, please explain.

No

PROGRAM DESCRIPTION

Department: Office of Administration

AB Section(s): 5.065

Program Name MO MoRE Program: Employee Suggestion Award

Program is found in the following core budget(s): Division of Personnel

1a. What strategic priority does this program address?

Increase employee engagement by recognizing State employees for their innovative ideas, suggestions, or recommendations as we continuously improve across government.

1b. What does this program do?

The State Employee Program, Missouri Relies on Everyone (MoRE), provides state employees with an opportunity to share their ideas, suggestions, or recommendations. The Program also provides a way to identify, recognize and reward the ingenuity and commitment to excels of state employees for their suggestions.

2a. Provide an activity measure(s) for the program.

Seven (7) or more pitches submitted per Show Me Challenge cycle

2b. Provide a measure(s) of the program's quality.

Submissions for ideas meet intake format requirements to qualify > 80 percent

2c. Provide a measure(s) of the program's impact.

Increase in dollars saved by the state generated by ideas that decrease or reduce time and processes

PROGRAM DESCRIPTION

Department: Office of Administration

AB Section(s): 5.065

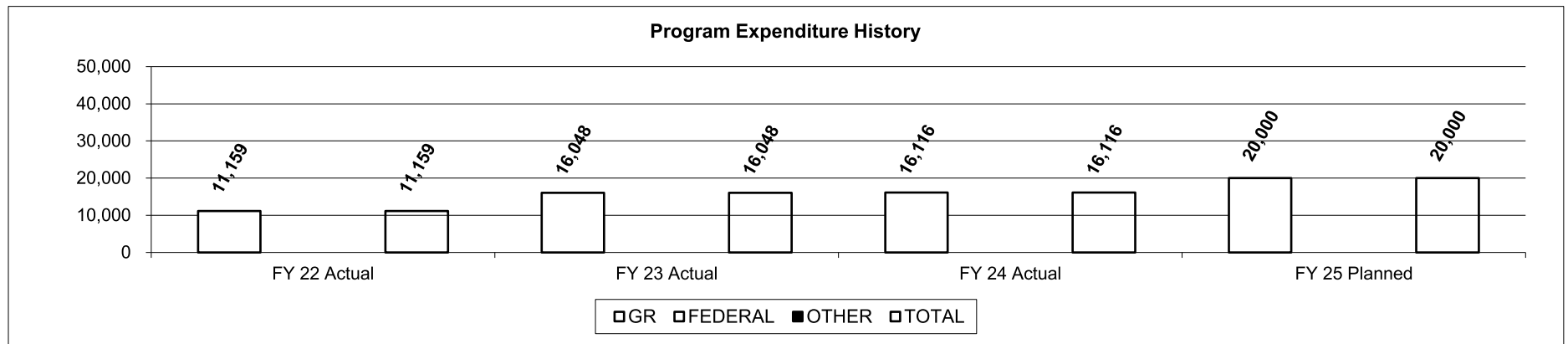
Program Name MO MoRE Program: Employee Suggestion Award

Program is found in the following core budget(s): Division of Personnel

2d. Provide a measure(s) of the program's efficiency.

50% or more of finalist teams that turn ideas into active projects that are completed and prioritized for implementation

3. Provide actual expenditures for the prior three fiscal years and planned expenditures for the current fiscal year. (Note: Amounts do not include fringe benefit costs.)



4. What are the sources of the "Other " funds?

None

5. What is the authorization for this program, i.e., federal or state statute, etc.? (Include the federal program number, if applicable.)

Chapter 36 RSMo

6. Are there federal matching requirements? If yes, please explain.

No

7. Is this a federally mandated program? If yes, please explain.

No

PROGRAM DESCRIPTION

Department Office of Administration

HB Section(s): 5.070

Program Name Purchasing Operations

Program is found in the following core budget(s): Division of Purchasing

1a. What strategic priority does this program address?

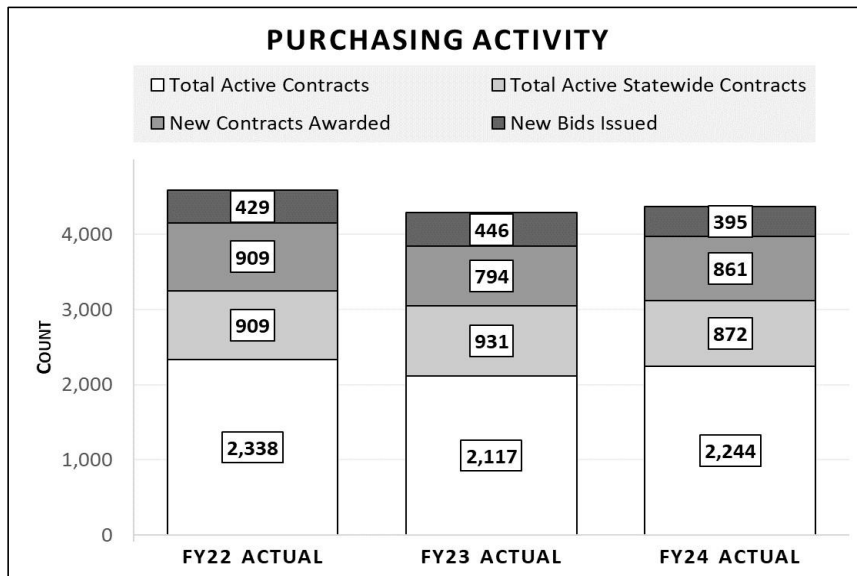
Procurement of Products and Services

1b. What does this program do?

The Division of Purchasing (Purchasing) is responsible for the procurement of all state-required supplies, materials, equipment, and professional or general services, except for those agencies exempted by law.

Purchasing executes procurement functions in accordance with applicable statutes by maximizing competition in the procurement process, conducting evaluations and negotiations as appropriate, and awarding contracts to the "lowest and best" vendors.

2a. Provide an activity measure(s) for the program.



	FY22 Actual	FY23 Actual	FY24 Actual
New Bids Issued	429	446	395
New Contracts Awarded	909	794	861
Total Active Statewide Contracts	909	931	872
Total Active Contracts	2,338	2,117	2,244

PROGRAM DESCRIPTION

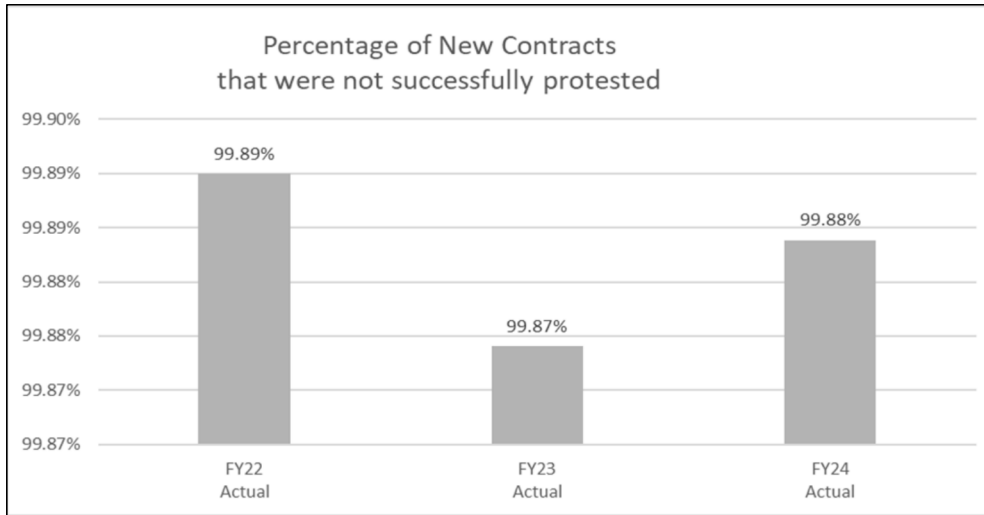
Department Office of Administration

HB Section(s): 5.070

Program Name Purchasing Operations

Program is found in the following core budget(s): Division of Purchasing

2b. Provide a measure(s) of the program's quality.



PROGRAM DESCRIPTION

Department Office of Administration

HB Section(s): 5.070

Program Name Purchasing Operations

Program is found in the following core budget(s): Division of Purchasing

2c. Provide a measure(s) of the program's impact.

Minority Business Enterprise (MBE)	FY22 Actual	FY23 Actual	FY24 Actual
# of active contracts with MBE participation	149	154	177
Total dollar value of MBE participation	\$ 41,417,652	\$ 30,980,834	\$ 35,282,281
Women Owned Business Enterprise (WBE)			
# of active contracts WBE participation	168	177	204
Total dollar value of WBE participation	\$ 41,934,239	\$ 64,434,394	\$ 64,025,192
Blind/Sheltered Workshops			
# of active contracts with blind/sheltered workshop participation	53	59	52
Total dollar value of blind/sheltered workshop participation	\$ 1,457,768	\$ 2,161,735	\$ 2,034,930
Service Disabled Veteran Business Enterprises (SDVE)			
# of active contracts with SDVE participation	36	48	50
Total dollar value of SDVE participation	\$ 775,907.00	\$ 1,815,671.00	\$ 1,457,768.00
TOTAL			
	406	438	483
	\$85,585,566	\$99,392,634	\$102,800,171

PROGRAM DESCRIPTION

Department Office of Administration

HB Section(s): 5.070

Program Name Purchasing Operations

Program is found in the following core budget(s): Division of Purchasing

2d. Provide a measure(s) of the program's efficiency.

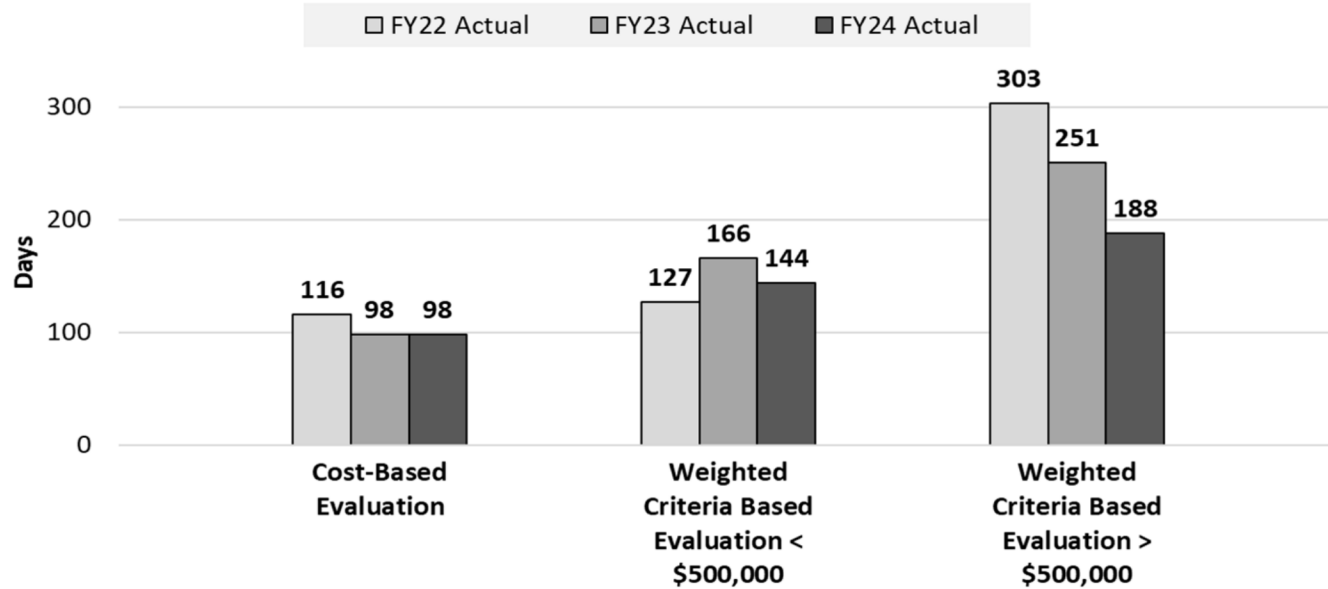
Procurement Turnaround Times (days): The number of calendar days between issue date and award date.

Cost-Based Evaluation - A solicitation for goods or services that is awarded on the basis of the lowest cost bid meeting the stated specifications.

Weighted Criteria Based Evaluation - a solicitation where the evaluation criteria includes cost and other factors, such as experience, expertise, value, method of performance, and quality. The contract is awarded to the overall lowest and best vendor based on the stated evaluation criteria. Allows for competitive negotiations with the vendors through a best and final offer process.

	FY22 Actual	FY23 Actual	FY24 Actual
Cost-Based Evaluation	116	98	98
Weighted Criteria Based Evaluation < \$500,000	127	166	144
Weighted Criteria Based Evaluation > \$500,000	303	251	188

TURNAROUND TIME



PROGRAM DESCRIPTION

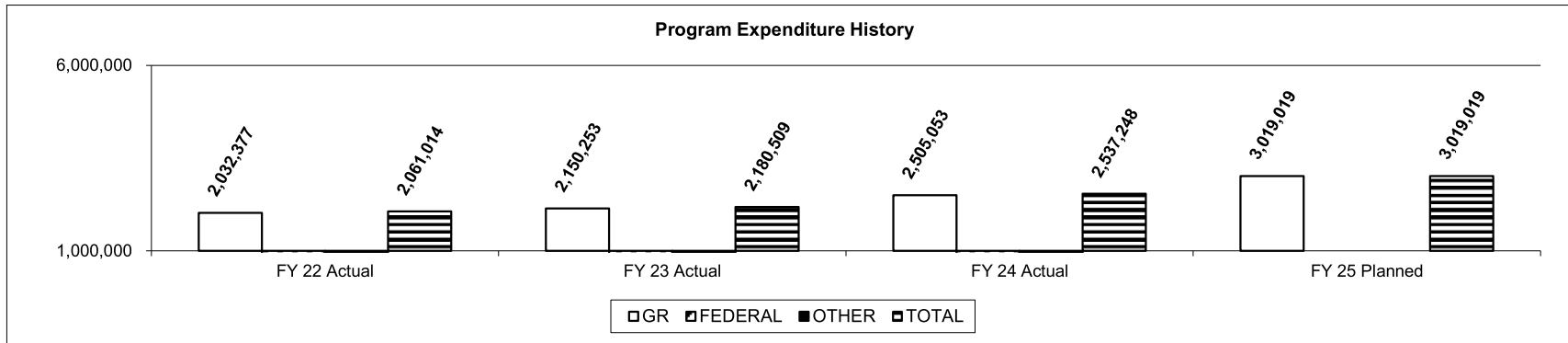
Department Office of Administration

HB Section(s): 5.070

Program Name Purchasing Operations

Program is found in the following core budget(s): Division of Purchasing

3. Provide actual expenditures for the prior three fiscal years and planned expenditures for the current fiscal year. *(Note: Amounts do not include fringe benefit costs.)*



4. What are the sources of the "Other " funds?

5. What is the authorization for this program, i.e., federal or state statute, etc.? (Include the federal program number, if applicable.)

Chapter 34 RSMo

6. Are there federal matching requirements? If yes, please explain.

No

7. Is this a federally mandated program? If yes, please explain.

No

PROGRAM DESCRIPTION

Department: Office of Administration

HB Section(s): 5.085

Program Name: Facilities Management, Design and Construction

Program is found in the following core budget(s): Asset Management

1a. What strategic priority does this program address?

Provides highly functional buildings and facilities for state department programs to work in.

1b. What does this program do?

The mission of the Division of Facilities Management, Design and Construction (FMDC) is to provide a superior workplace environment for state occupants and their visitors and protect the state's investments in property assets. FMDC strives to provide agencies with the information and resources that will support their development of high-performance workplaces -- workplaces that will meet agencies' business needs and can be readily adapted to changing workplace practices and strategies. The aspiration of FMDC is to deliver best-in-class capital solutions. FMDC is comprised of the following units:

Administrative Services

The Administrative Services section provides general office management, administers FMDC's operational excellence program, and leads employee relations initiatives. The section also manages internal FMDC communications, statewide notifications, contractor background checks, and fleet operations; maintains badge offices to generate authorized badges for state employees, contractors, and legislators; organizes and oversees professional development opportunities and hiring processes for FMDC employees; and serves as a liaison for human resources concerns.

Budget and Accounting

The Budget and Accounting section oversees the preparation of FMDC's operating budget for building operations and employee expenditures, as well as the budget for Full-Time Equivalent (FTE) and lapse funding. This section also processes payments for leased property for the Real Estate Services Unit.

Design and Construction

The Design and Construction (D&C) section provides turnkey design, management, and administration of CI projects required to ensure state-owned facilities and institutions are state-of-the-art for agencies and their team members. D&C reports annually on the condition of all assets in a comprehensive database and reviews all requests for CI appropriations. This section oversees professional firms and contractors, who are awarded bids to complete statewide projects. Additionally, the section includes an in-house Project Design Unit, Interior Design Unit, and Construction Project Unit, allowing for a cost savings for the State.

Facilities Management and Operation

The Facilities Management and Operations section maintains and manages approximately 12 million square feet of space in 50 state-owned facilities and 109 institutions, as well as oversees the contracted facility services in over 330 leased facilities across Missouri. The section also provides complete building operations including maintenance; grounds keeping; security; housekeeping; technical services such as energy management, electronics services, and inside wiring; and coordinates with the State Emergency Management Agency (SEMA) during disaster response and recovery efforts.

PROGRAM DESCRIPTION

Department: Office of Administration

HB Section(s): 5.085

Program Name: Facilities Management, Design and Construction

Program is found in the following core budget(s): Asset Management

1b - Continued

Planning and Real Estate

The Planning and Real Estate Services section is responsible for the CI budget, which includes the budgets for maintenance, renovation, and new construction projects. Manages all leases and property purchases on behalf of the State unless a department is separately authorized to acquire their own lands under the Missouri Constitution, such as the Missouri Department of Transportation and Missouri Department of Conservation. The section oversees the space allocations for state agencies in our leased and state-owned properties. This section also houses the Geographic Information System (GIS) Program, a Facilities Business Analyst, and the Real Estate Services Unit.

Safety and Health Program

The Safety and Health Program is designed to prevent workplace injuries, illnesses, and deaths, as well as the suffering and financial hardships these events can cause for our team members and their families. The program utilizes Occupational Safety and Health Administration (OSHA) standards to find and fix workplace hazards, and provides team members up-to-date Personal Protective Equipment (PPE) and training to assist with health and safety improvements in our state-owned facilities and institutions.

State Security Program

The State Security Program is responsible for developing and managing security measures that will identify, control, and mitigate potential security risks. The program assesses and establishes best practices across the organization to create compliance for the protections of team members and visitors. It also directs security protocols for all state-owned facilities, institutions, and leased facilities across the State of Missouri.

State Conference Room and Special Events Program

The State Conference Room and Special Events Program is responsible for the overall management of statewide conference rooms, including reservations, setup, and monitoring audio/visual equipment. The program also provides event coordination at media and press conferences held throughout the State of Missouri. Statewide special events include Inaugurations, Legislative Ball, Fourth of July celebration, Law Enforcement Memorial Service, and holiday events at the Governor's Mansion and throughout the Capitol Complex.

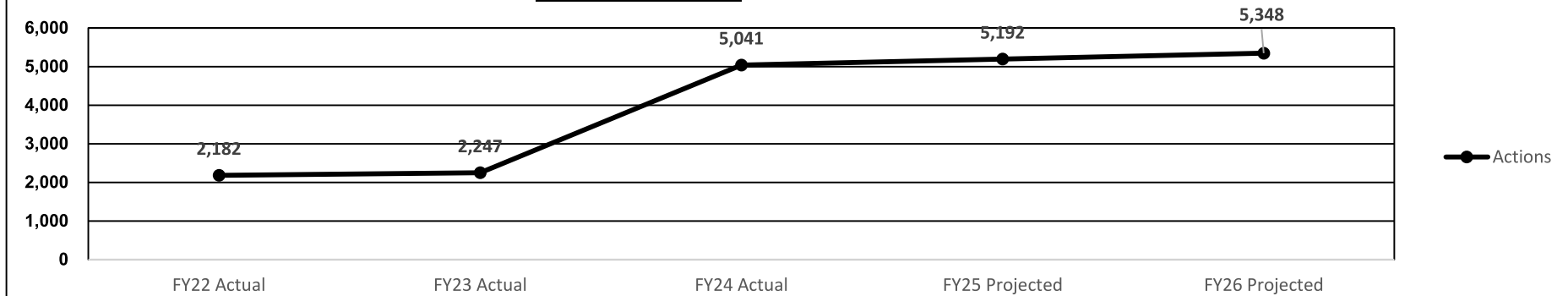
PROGRAM DESCRIPTION

Department: Office of Administration
Program Name: Facilities Management, Design and Construction
Program is found in the following core budget(s): Asset Management

HB Section(s): 5.085

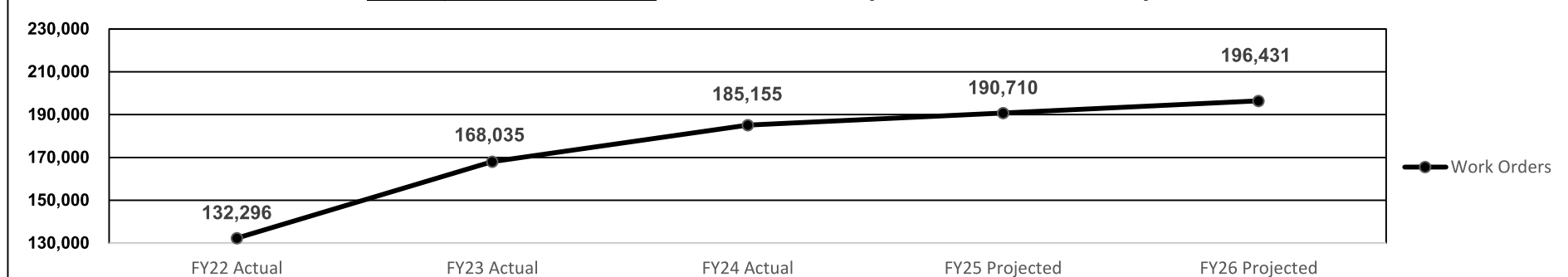
2a. Provide an activity measure(s) for the program.

Lease Locations: Lease Actions Processed



Note: Includes Lease Actions Issued: Notice of Intent, Notice of Awards, Lease Documents, Inspections, Janitorial Documents, and Facility Requests. Increase for FY24 due to Service Agreements replaced by Contracts, which require monthly inspections and possible letters of deficiency.

Facility Operations Unit: Maintenance/Repair Work Orders Completed



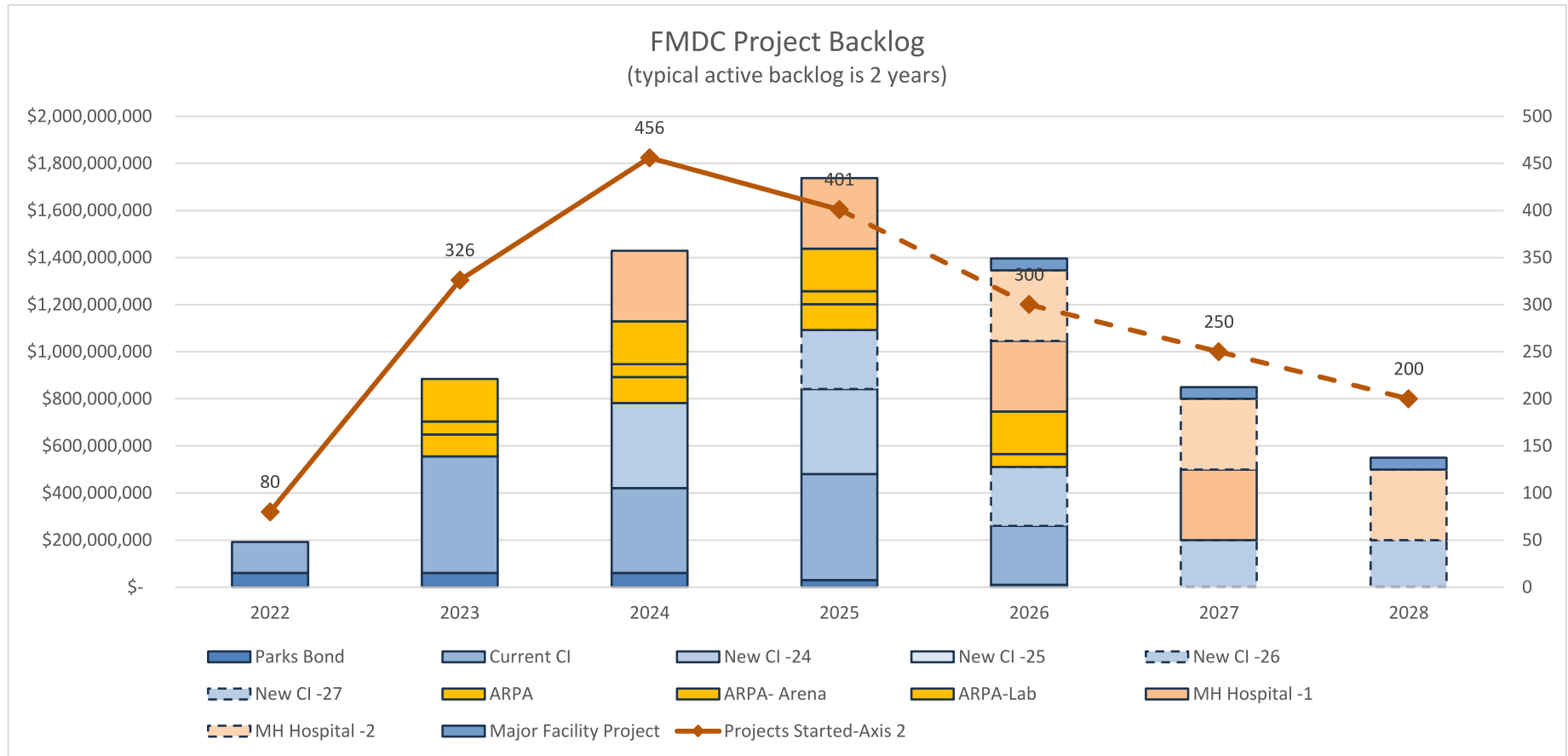
Note: Maintenance/Repair Work Orders Completed Include: Preventive Maintenance Work Orders and Requested Work Orders

PROGRAM DESCRIPTION

Department: Office of Administration
Program Name: Facilities Management, Design and Construction
Program is found in the following core budget(s): Asset Management

HB Section(s): 5.085

2a. Provide an activity measure(s) for the program (continued).



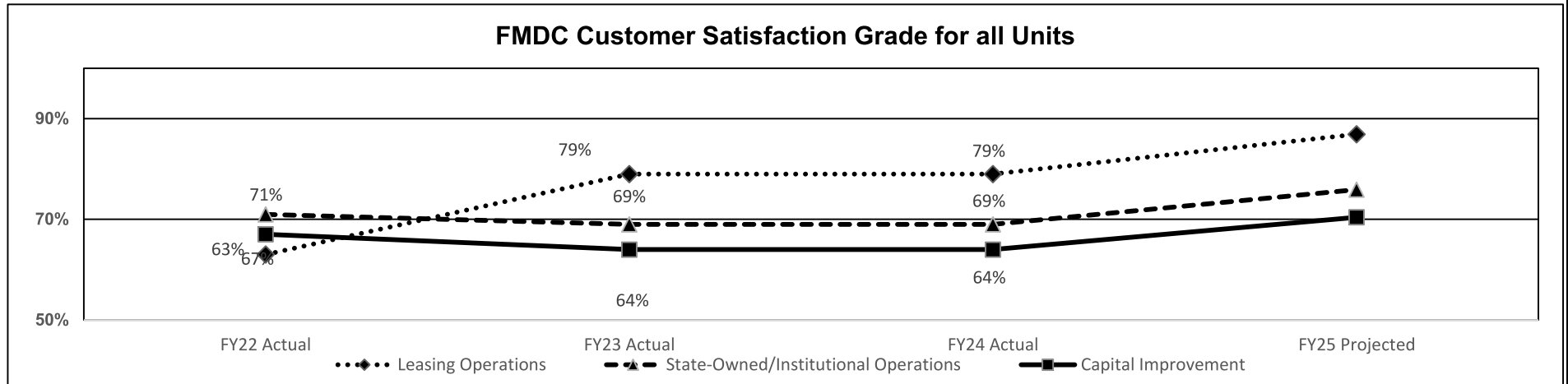
Note: The recent surge in CI projects from ARPA, State Parks, and large CI projects has exceed the capacity of FMDC Project Management FTE resources. This has resulted in longer than expected project lead-times and larger re-appropriation levels. Without additional resources, this backlog is expected to continue until 2027 when ARPA projects and several large CI projects are completed.

PROGRAM DESCRIPTION

Department: Office of Administration
Program Name: Facilities Management, Design and Construction
Program is found in the following core budget(s): Asset Management

HB Section(s): 5.085

2b. Provide a measure(s) of the program's quality.



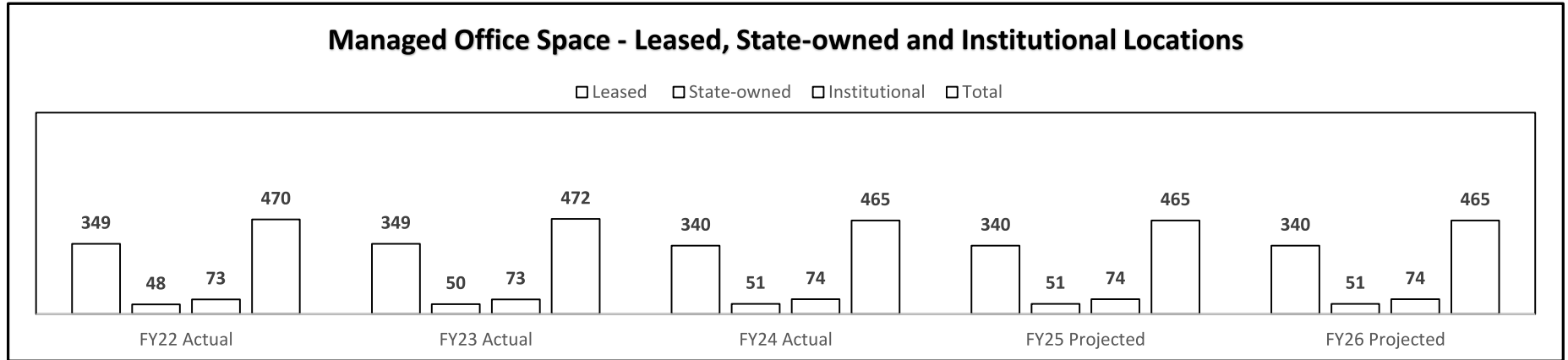
Note: FMDC Customer Satisfaction Grade is based on an online survey with responses from various state agency staff and non-state agency tenants.

PROGRAM DESCRIPTION

Department: Office of Administration
Program Name: Facilities Management, Design and Construction
Program is found in the following core budget(s): Asset Management

HB Section(s): 5.085

2c. Provide a measure(s) of the program's impact.



Managed Locations	FY 2022 Actual		FY 2023 Actual		FY 2024 Actual		FY 2025 Projected		FY 2026 Projected	
	Locations	Square Footage	Locations	Square Footage	Locations	Square Footage	Locations	Square Footage	Locations	Square Footage
Leased*	349	2,567,821	349	2,567,821	340	2,534,995	340	2,534,995	340	2,534,995
State-owned	48	3,764,644	50	3,800,844	51	4,027,622	51	4,027,622	51	4,027,622
Institutions	74	5,755,194	73	6,127,710	74	5,138,471	74	5,138,471	74	5,138,471
Total	471	12,087,659	472	12,496,375	465	11,701,088	465	11,701,088	465	11,701,088

* Leased locations represent those sites that are "office" space.

Average square footage during the last fiscal year:

Leased 7,456
 State-owned 78,973
 Institution 69,439

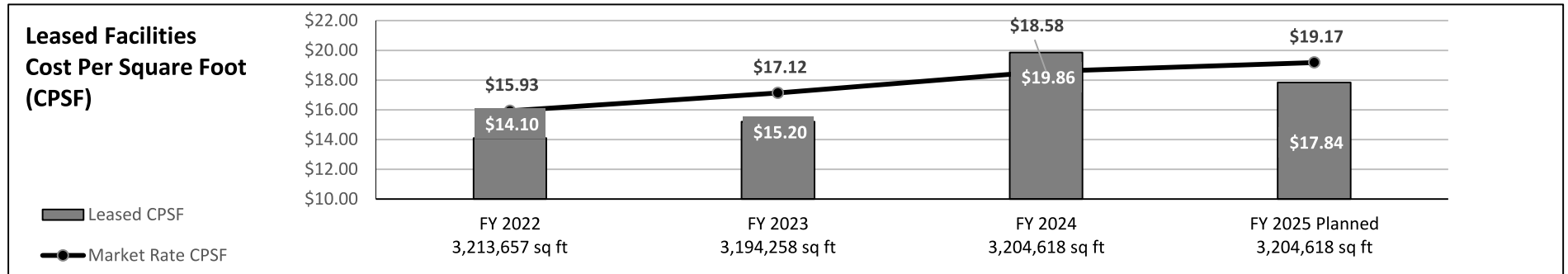
PROGRAM DESCRIPTION

Department: Office of Administration
Program Name: Facilities Management, Design and Construction
Program is found in the following core budget(s): Asset Management

HB Section(s): 5.085

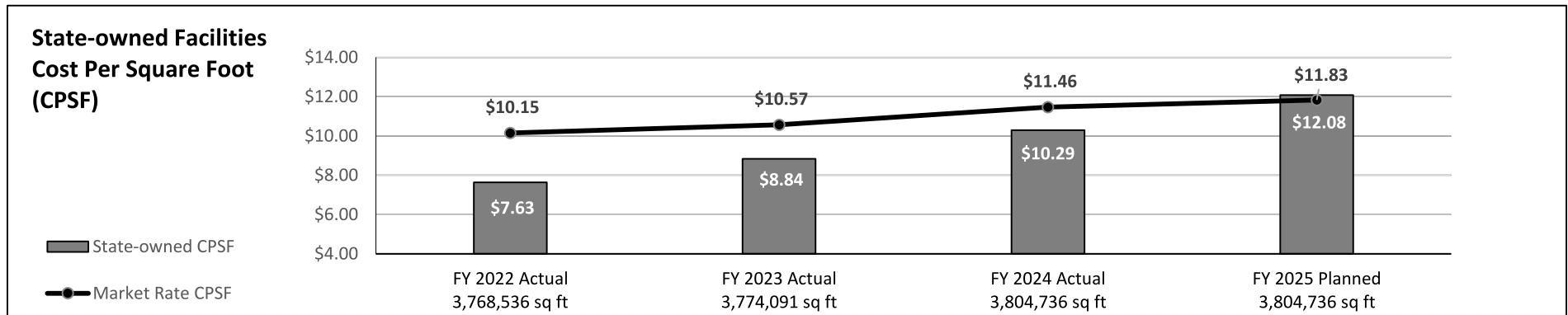
2d. Provide a measure(s) of the program's efficiency.

Leasing Operations and Real Estate Unit



Note: In markets throughout the state, the State of Missouri is consistently paying below market rents.

Facility Operations Unit: State-owned Facilities



Note: Market rate data provided by Building Owners and Managers Association (BOMA).

PROGRAM DESCRIPTION

Department: Office of Administration
Program Name: Facilities Management, Design and Construction
Program is found in the following core budget(s): Asset Management

HB Section(s): 5.085

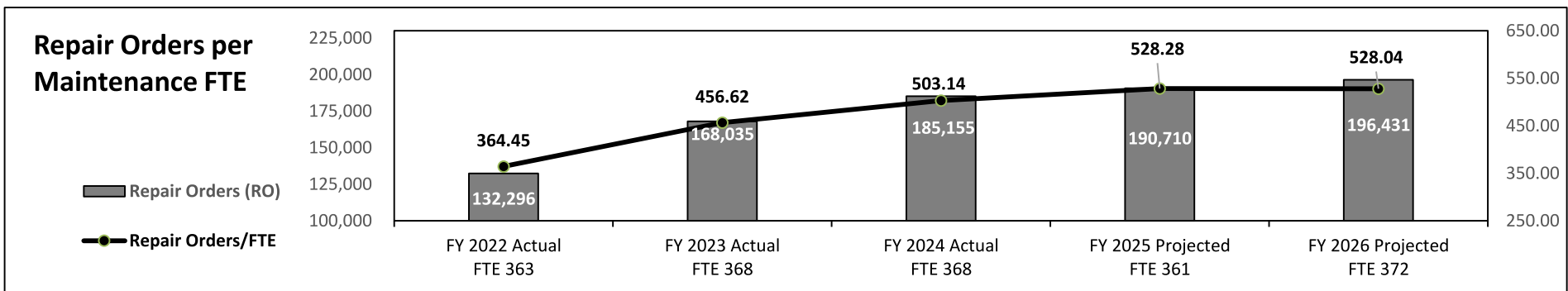
2d. Provide a measure(s) of the program's efficiency (continued).

Facility Operations Unit: Institutional Facilities



Note: Market rate data provided by International Facility Management Association (IFMA).
 *FY 2021 change due to the Jay A. Nixon Forensic Center at the Fulton State Hospital.

Repair Orders per FMDC Maintenance FTE

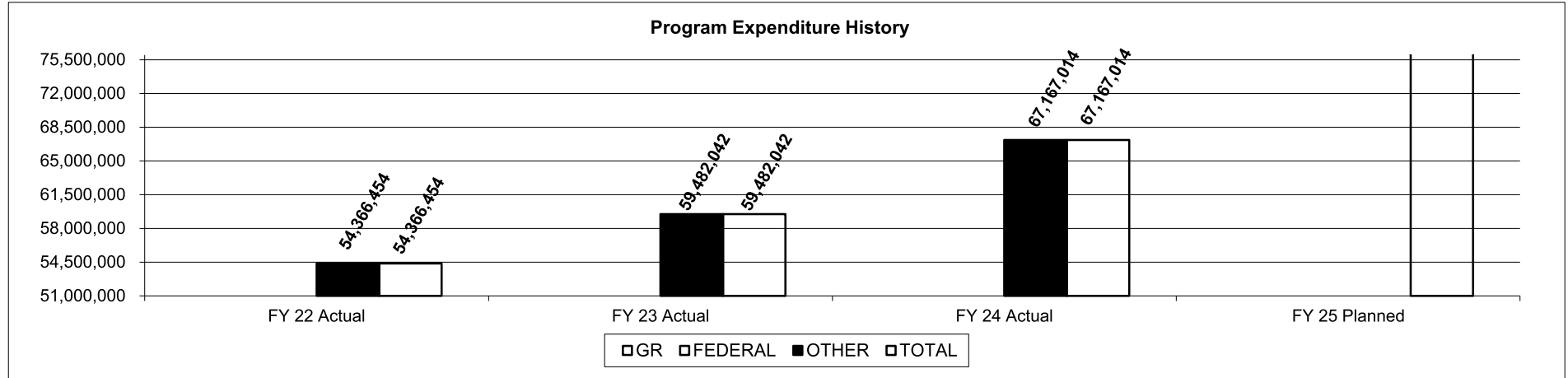


PROGRAM DESCRIPTION

Department: Office of Administration
Program Name: Facilities Management, Design and Construction
Program is found in the following core budget(s): Asset Management

HB Section(s): 5.085

3. Provide actual expenditures for the prior three fiscal years and planned expenditures for the current fiscal year.
 (Note: Amounts do not include fringe benefit costs.)



4. What are the sources of the "Other " funds?

State Facility Maintenance and Operations Fund (1501)

5. What is the authorization for this program, i.e., federal or state statute, etc.? (Include the federal program number, if applicable.)

Missouri Revised Statutes, Chapter 8, Section 8.110, Division of Facilities Management Created - Duties; and Chapter 34.030, Leasing.

6. Are there federal matching requirements? If yes, please explain.

No.

7. Is this a federally mandated program? If yes, please explain.

No.

PROGRAM DESCRIPTION

Department: Office of Administration

HB Section(s): 5.100, 5.140

Program Name: State Printing Center

Program is found in the following core budget(s): General Services Operating Core, Rebillable Expenses Core

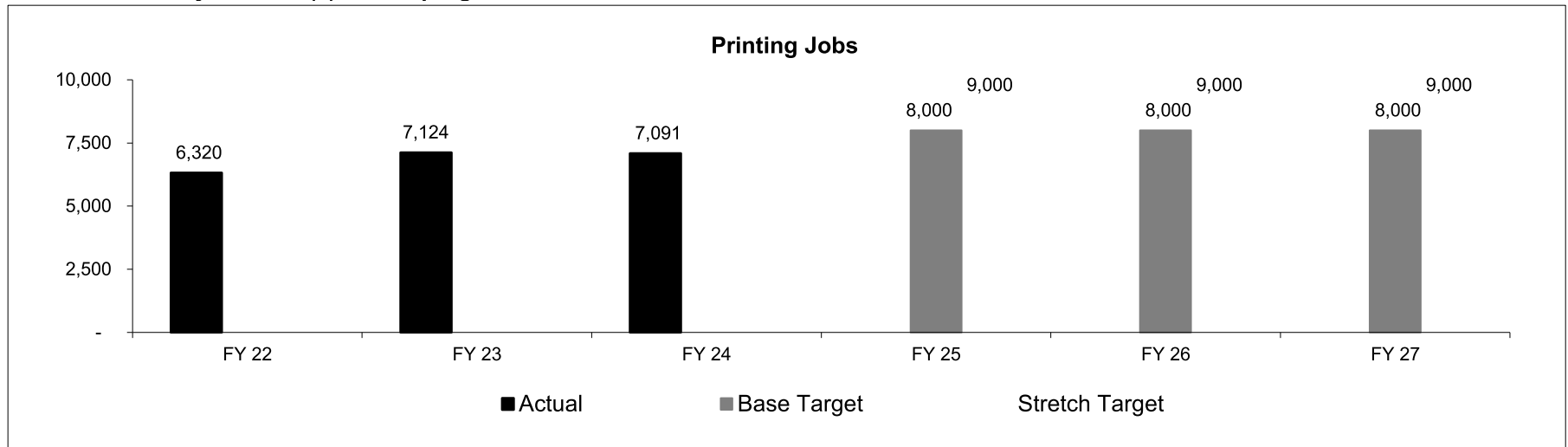
1a. What strategic priority does this program address?

Prioritize the customer experience by offering excellent, low cost services.

1b. What does this program do?

State Printing provides comprehensive printing services to all state agencies at a savings compared to the private sector. Printing services include: printing consultation, art/graphics design, typesetting, offset and web printing, binding, quick copy color service, and wide format copying.

2a. Provide an activity measure(s) for the program.



*Decrease in printing job due to COVID-19 impact.

PROGRAM DESCRIPTION

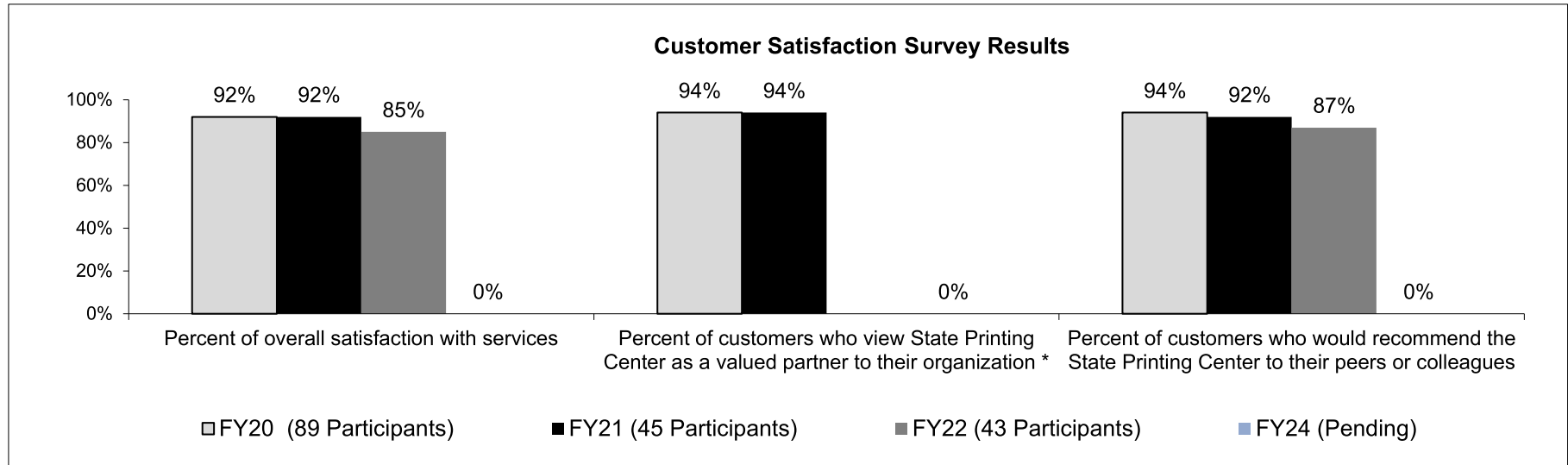
Department: Office of Administration

HB Section(s): 5.100, 5.140

Program Name: State Printing Center

Program is found in the following core budget(s): General Services Operating Core, Rebillable Expenses Core

2b. Provide a measure(s) of the program's quality.



*Question not asked in FY 22.

PROGRAM DESCRIPTION

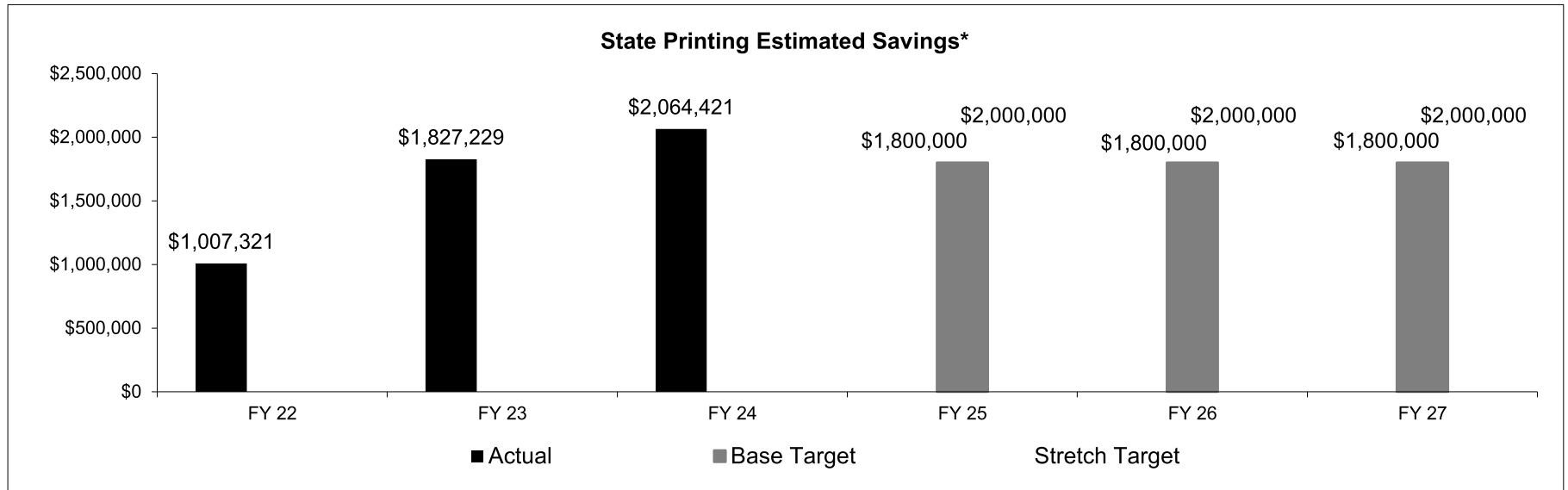
Department: Office of Administration

HB Section(s): 5.100, 5.140

Program Name: State Printing Center

Program is found in the following core budget(s): General Services Operating Core, Rebillable Expenses Core

2c. Provide a measure(s) of the program's impact.



*Estimated savings are tied directly to actual printing jobs.

	FY 22		FY 23		FY 24		FY 25		FY 26	FY 27
Measure	Target	Actual	Target	Actual	Target	Actual	Target	Stretch	Stretch	Stretch
Savings Percentage*	25.0%	24.4%	25.0%	25.3%	25.0%	24.8%	25.0%	26.0%	0.0%	26.0%

* Based on comparisons to local commercial vendors and industry-average charges using a "market basket" of frequently printed items.

PROGRAM DESCRIPTION

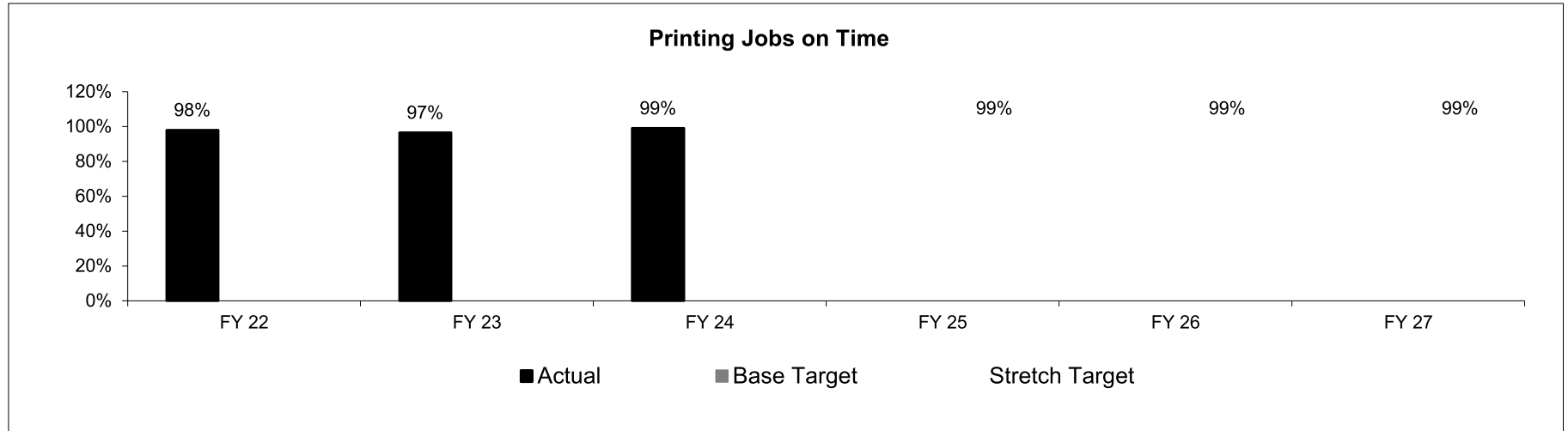
Department: Office of Administration

HB Section(s): 5.100, 5.140

Program Name: State Printing Center

Program is found in the following core budget(s): General Services Operating Core, Rebillable Expenses Core

2d. Provide a measure(s) of the program's efficiency.



PROGRAM DESCRIPTION

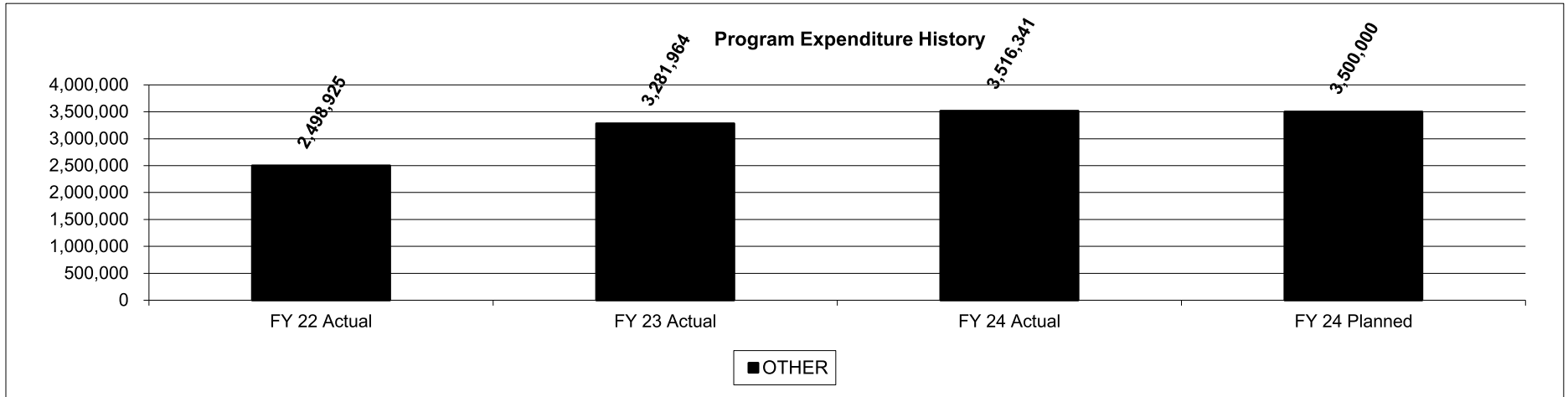
Department: Office of Administration

HB Section(s): 5.100, 5.140

Program Name: State Printing Center

Program is found in the following core budget(s): General Services Operating Core, Rebillable Expenses Core

3. Provide actual expenditures for the prior three fiscal years and planned expenditures for the current fiscal year. (Note: Amounts do not include fringe benefit costs.)



4. What are the sources of the "Other " funds?

OA Revolving Administrative Trust Fund (0505)

5. What is the authorization for this program, i.e., federal or state statute, etc.? (Include the federal program number, if applicable.)

Section 34.170 et. seq., RSMo

6. Are there federal matching requirements? If yes, please explain.

No

7. Is this a federally mandated program? If yes, please explain.

No

PROGRAM DESCRIPTION

Department: Office of Administration

HB Section(s): 5.100, 5.140

Program Name: Central Mail Services

Program is found in the following core budget(s): General Services Operating Core, Rebillable Expenses Core

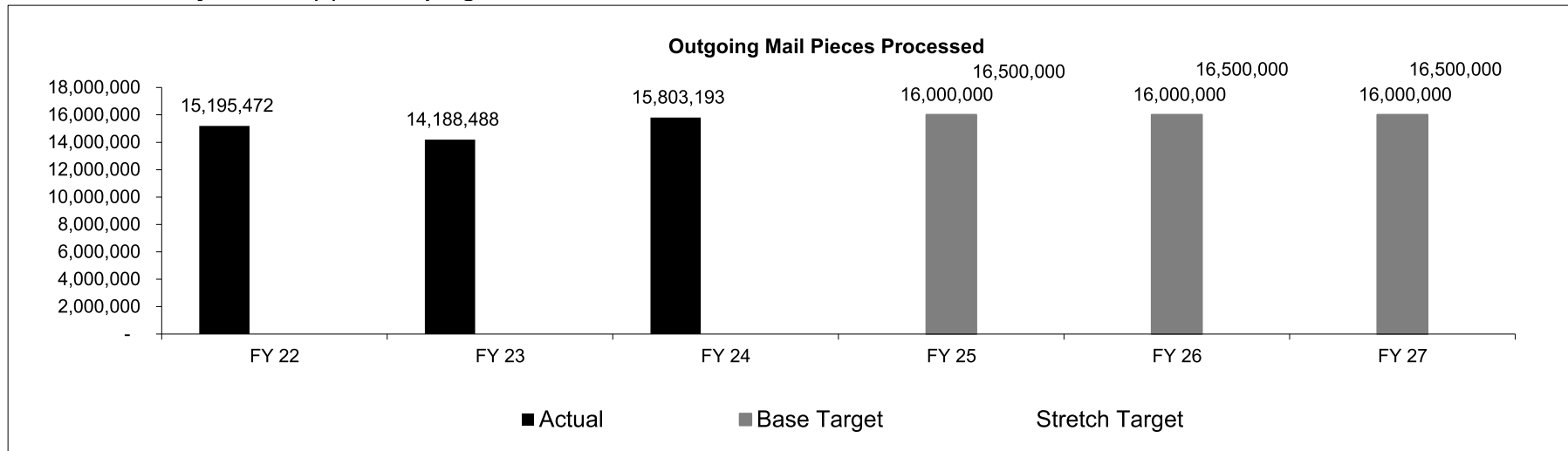
1a. What strategic priority does this program address?

Prioritize the customer experience by offering excellent, low cost services

1b. What does this program do?

Central Mail Services helps state agencies with their mailing needs by providing comprehensive mailing services at the lowest cost possible. This consolidated mail program pools outgoing mail from agencies so that the State can take advantage of U.S. Postal Service discounts to the fullest extent possible. Central Mail Services advises agencies on efficient mailing practices, provides pickup and delivery, interagency mail services and a full array of mailing and shipping solutions to most state agencies operating within the Jefferson City area.

2a. Provide an activity measure(s) for the program.



PROGRAM DESCRIPTION

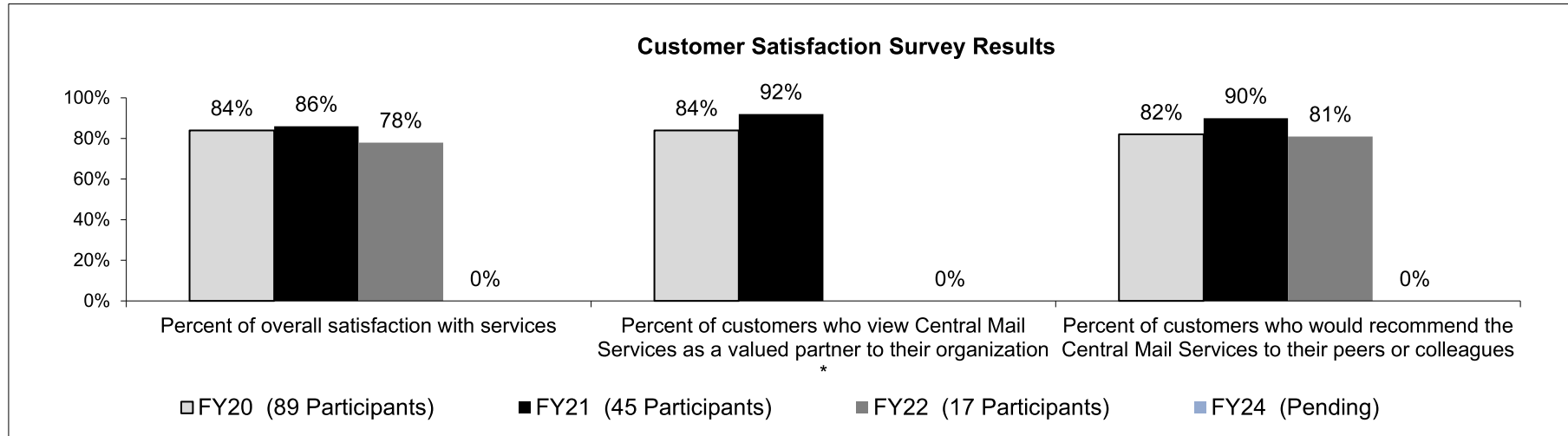
Department: Office of Administration

HB Section(s): 5.100, 5.140

Program Name: Central Mail Services

Program is found in the following core budget(s): General Services Operating Core, Rebillable Expenses Core

2b. Provide a measure(s) of the program's quality.



*Question not asked in FY 22.

PROGRAM DESCRIPTION

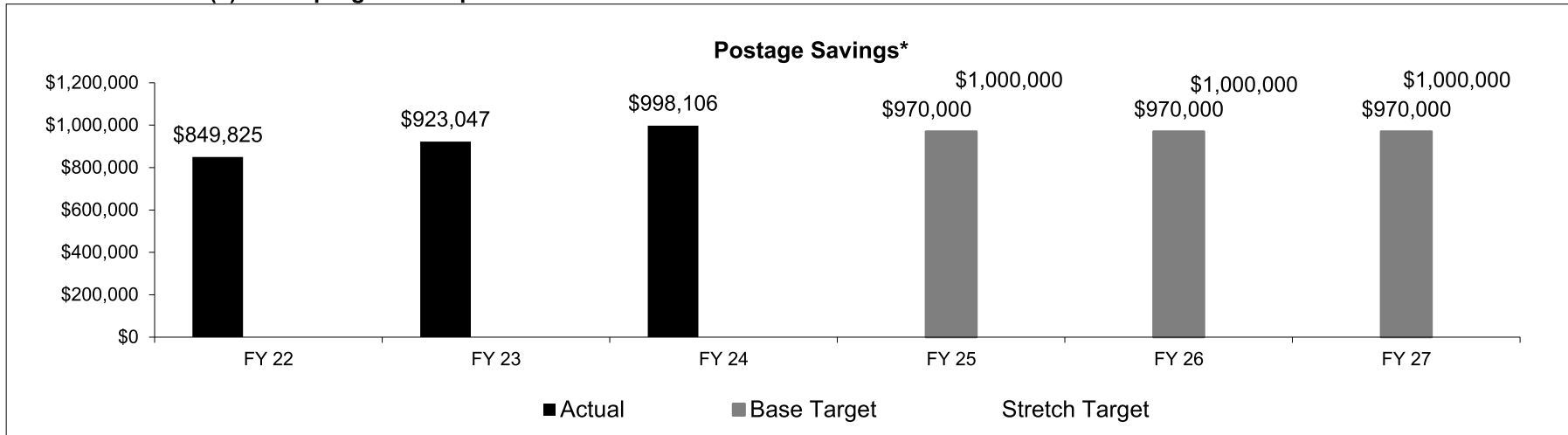
Department: Office of Administration

HB Section(s): 5.100, 5.140

Program Name: Central Mail Services

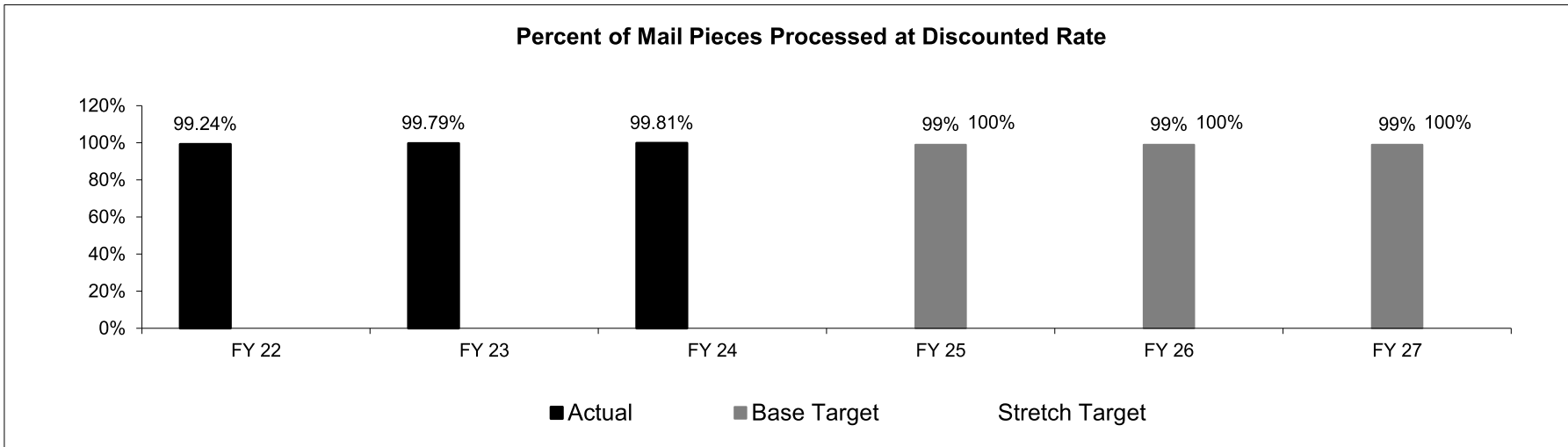
Program is found in the following core budget(s): General Services Operating Core, Rebillable Expenses Core

2c. Provide a measure(s) of the program's impact.



*Postage savings are based on total outgoing mail pieces processed.

2d. Provide a measure(s) of the program's efficiency.



PROGRAM DESCRIPTION

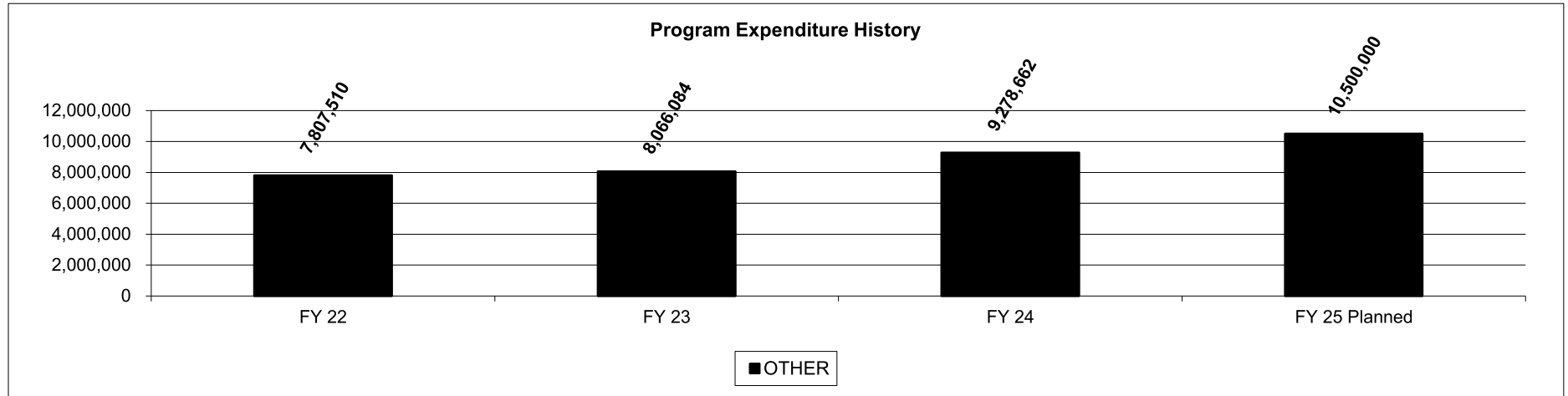
Department: Office of Administration

HB Section(s): 5.100, 5.140

Program Name: Central Mail Services

Program is found in the following core budget(s): General Services Operating Core, Rebillable Expenses Core

3. Provide actual expenditures for the prior three fiscal years and planned expenditures for the current fiscal year. (Note: Amounts do not include fringe benefit costs.)



4. What are the sources of the "Other " funds?

OA Revolving Administrative Trust Fund (0505)

5. What is the authorization for this program, i.e., federal or state statute, etc.? (Include the federal program number, if applicable.)

Section 37.120, RSMo

6. Are there federal matching requirements? If yes, please explain.

No

7. Is this a federally mandated program? If yes, please explain.

No

PROGRAM DESCRIPTION

Department: Office of Administration

HB Section(s): 5.100, 5.145, 5.555, 5.150, 5.155

Program Name: Division of General Services - Risk Management

5.135, 5.140

Program is found in the following core budget(s): Program is found in the following core budget(s): General Services Operating Core, Workers' Compensation Core, Workers' Compensation Tax Core, Legal Expense Fund Core, Property Preservation Fund Core, Rebillable Expenses Core

1a. What strategic priority does this program address?

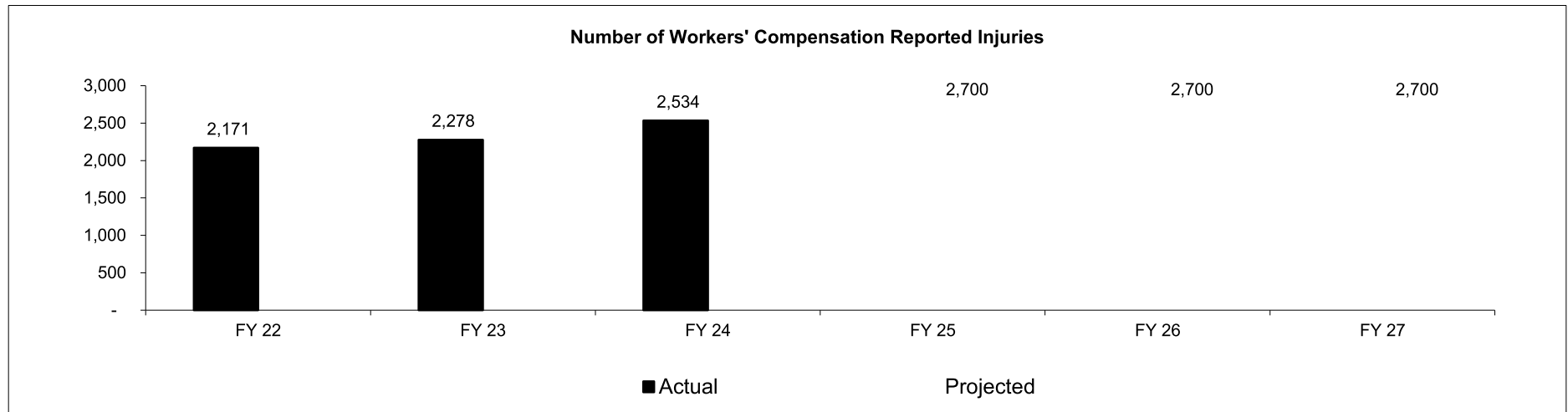
Use data and analytics to improve decision making and transparency.

1b. What does this program do?

Risk Management coordinates statewide risk management functions to help mitigate the State's risk and assist agencies on risk management issues through multiple programs:

- Administration of a self-insured workers' compensation benefits program that arranges for medical treatment and disability benefits to injured state employees.
- Administration of the State Legal Expense Fund. Risk Management processes payments with approval from the Attorney General's Office.
- Procurement of insurance as appropriate.
- Serves as a resource to state agencies on risk management issues and the ERM framework.

2a. Provide an activity measure(s) for the program.



PROGRAM DESCRIPTION

Department: Office of Administration

HB Section(s): 5.100, 5.145, 5.555, 5.150, 5.155

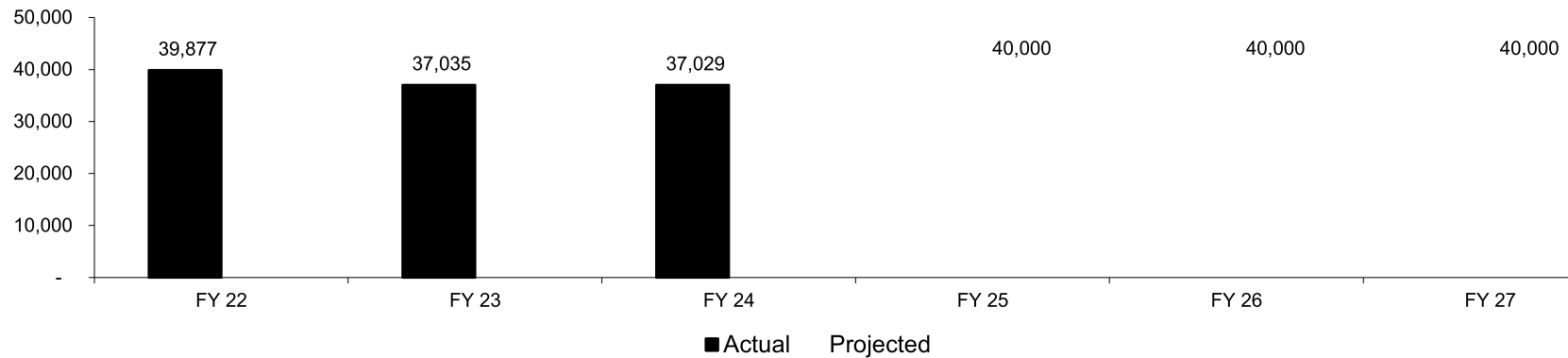
Program Name: Division of General Services - Risk Management

5.135, 5.140

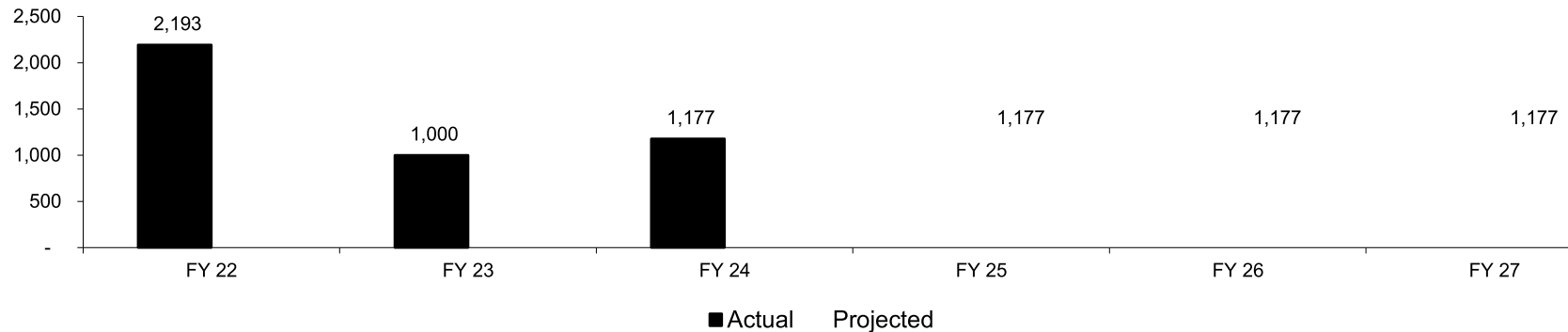
Program is found in the following core budget(s): Program is found in the following core budget(s): General Services Operating Core, Workers' Compensation

2a. Provide an activity measure(s) for the program.

Number of Workers' Compensation Payments Processed



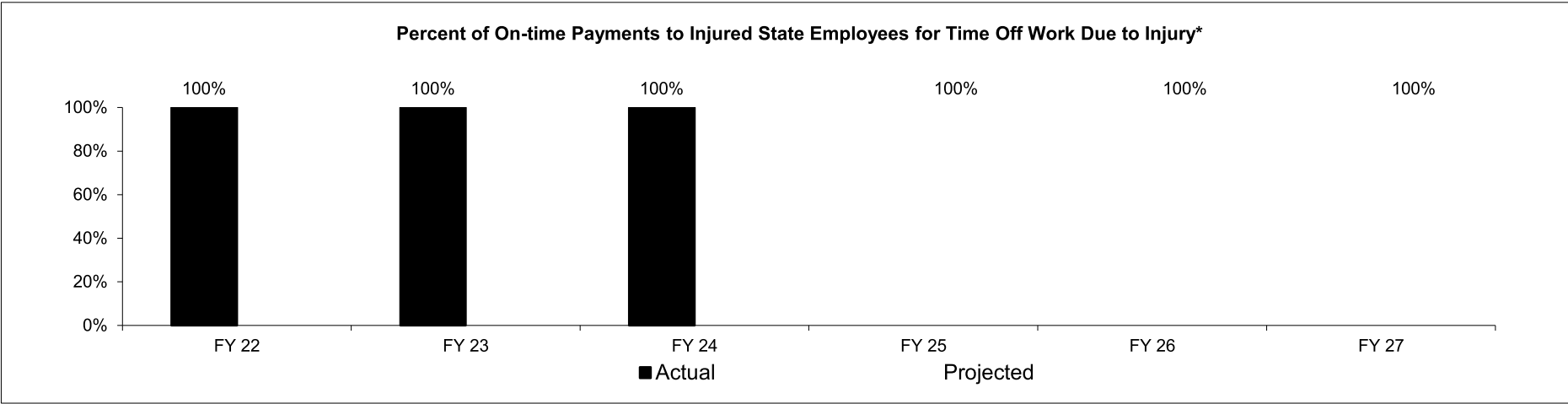
Number of Legal Expense Fund Payments Processed



PROGRAM DESCRIPTION

Department: Office of Administration	HB Section(s): <u>5.100, 5.145, 5.555, 5.150, 5.155</u>
Program Name: Division of General Services - Risk Management	<u>5.135, 5.140</u>
Program is found in the following core budget(s): Program is found in the following core budget(s): General Services Operating Core, Workers' Compensation	

2b. Provide a measure(s) of the program's quality.



*Initial payment for lost wages

PROGRAM DESCRIPTION

Department: Office of Administration

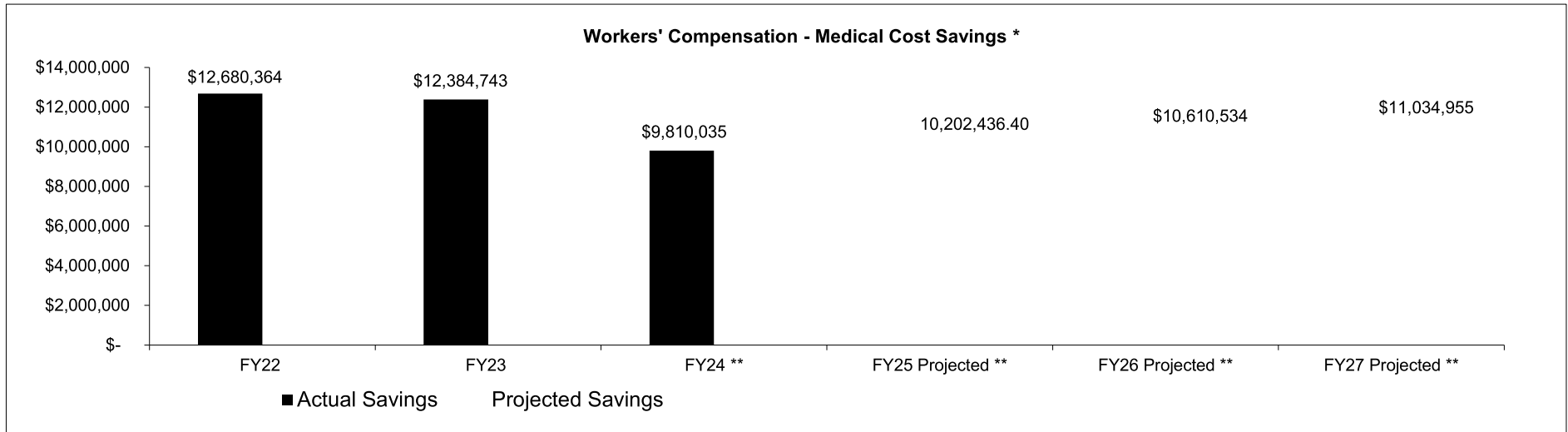
HB Section(s): 5.100, 5.145, 5.555, 5.150, 5.155

Program Name: Division of General Services - Risk Management

5.135, 5.140

Program is found in the following core budget(s): Program is found in the following core budget(s): General Services Operating Core, Workers' Compensation

2c. Provide a measure(s) of the program's impact.



* Medical Cost Savings include Pharmacy Benefit Management Savings, Medical Cost PPO Savings and Directly Negotiated Savings with Providers

**FY24 - FY27 savings excludes pharmacy network savings at this time.

PROGRAM DESCRIPTION

Department: Office of Administration

HB Section(s): 5.100, 5.145, 5.555, 5.150, 5.155

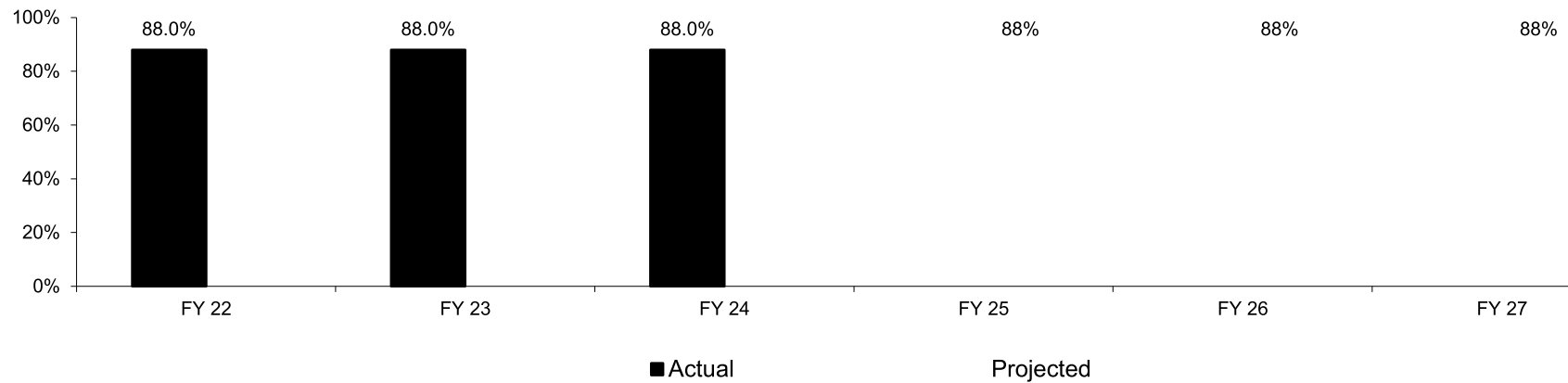
Program Name: Division of General Services - Risk Management

5.135, 5.140

Program is found in the following core budget(s): Program is found in the following core budget(s): General Services Operating Core, Workers' Compensation

2c. Provide a measure(s) of the program's impact.

**Workers' Compensation Claims
Generic Prescription Dispense Rate**



PROGRAM DESCRIPTION

Department: Office of Administration

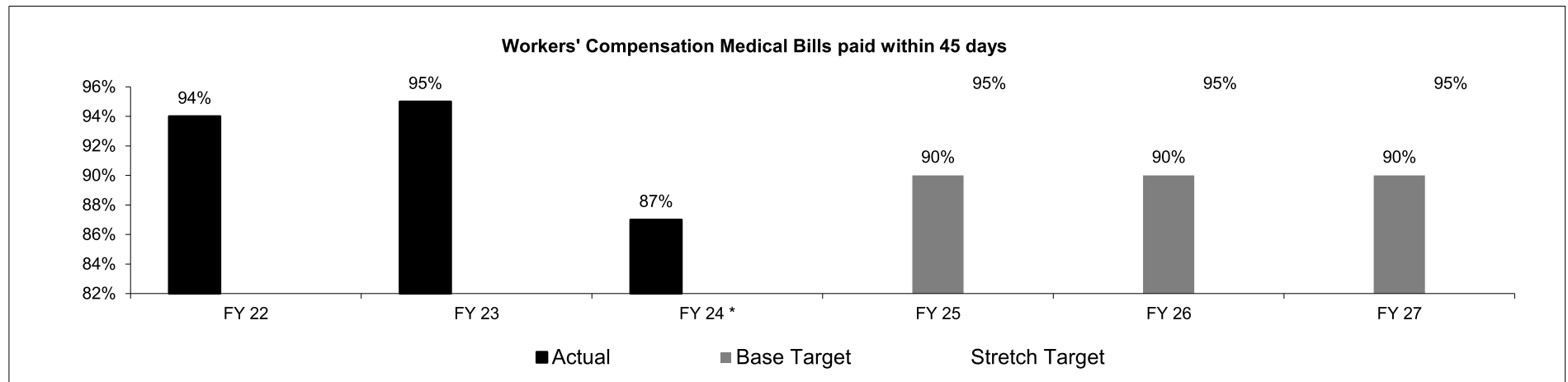
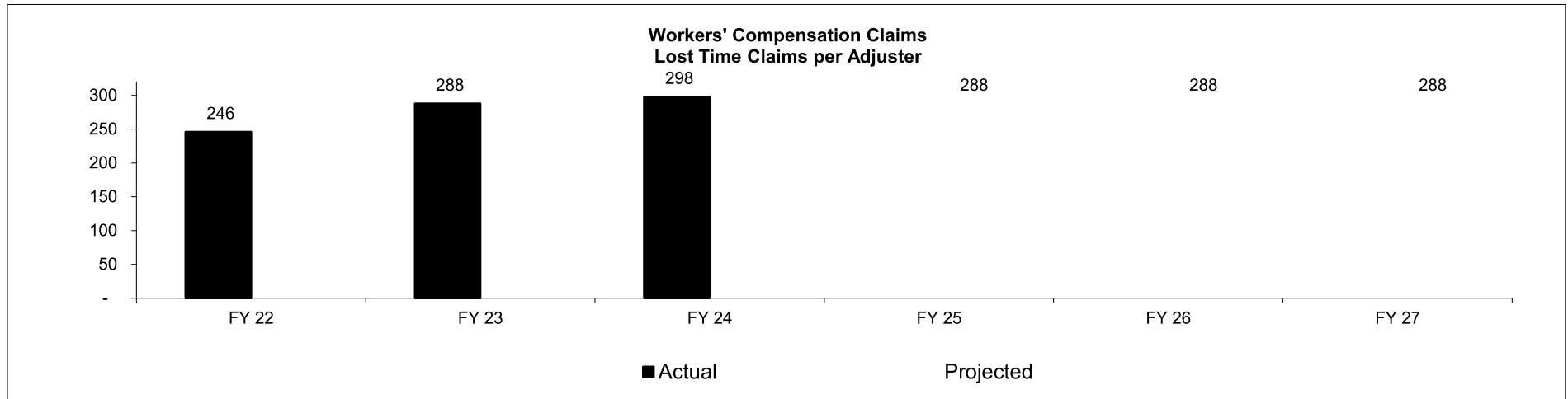
HB Section(s): 5.100, 5.145, 5.555, 5.150, 5.155

Program Name: Division of General Services - Risk Management

5.135, 5.140

Program is found in the following core budget(s): Program is found in the following core budget(s): General Services Operating Core, Workers' Compensation

2d. Provide a measure(s) of the program's efficiency.



* Impact of temporary decrease in contract staffing during FY24 4th quarter.

PROGRAM DESCRIPTION

Department: Office of Administration

HB Section(s): 5.100, 5.145, 5.555, 5.150, 5.155

Program Name: Division of General Services - Risk Management

5.135, 5.140

Program is found in the following core budget(s): Program is found in the following core budget(s): General Services Operating Core, Workers' Compensation

	FY 22		FY 23		FY 24		FY 25 **	FY 26 **	FY 27 **
Measure	Proj.	Actual	Proj.	Actual	Proj.	Actual	Projected	Projected	Projected
Workers' Compensation Benefit Cost per Employee *	\$632.23	\$730.33	\$737.64	\$884.71	\$893.56	\$879.99	\$888.79	\$897.68	\$906.66

* Total Workers' Compensation Tax and Benefit Cost divided by covered employees

** Projected Workers' Compensation Benefit Cost per Employee increases each year due to anticipated increase in medical costs.

PROGRAM DESCRIPTION

Department: Office of Administration

HB Section(s): 5.100, 5.145, 5.555, 5.150, 5.155

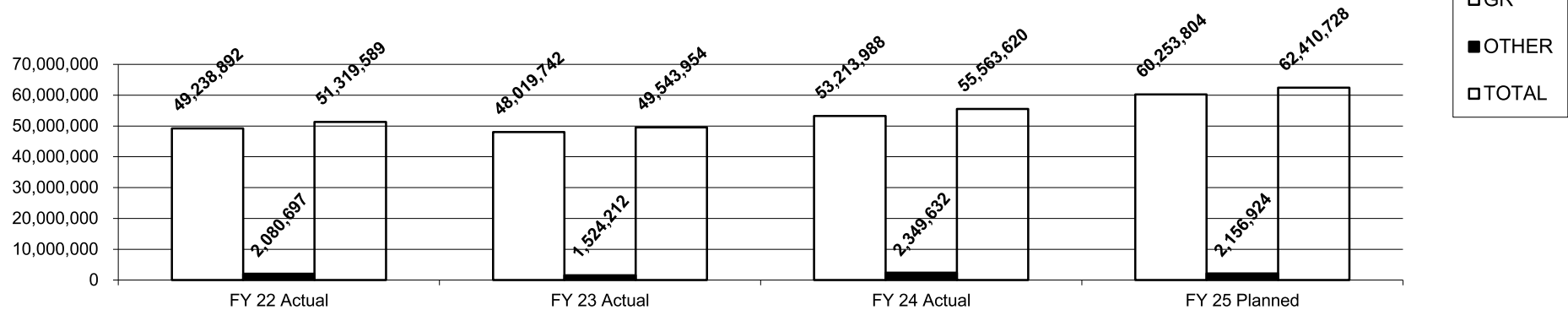
Program Name: Division of General Services - Risk Management

5.135, 5.140

Program is found in the following core budget(s): Program is found in the following core budget(s): General Services Operating Core, Workers' Compensation

3. Provide actual expenditures for the prior three fiscal years and planned expenditures for the current fiscal year. (Note: Amounts do not include fringe benefit costs.)

Program Expenditure History



4. What are the sources of the "Other " funds?

Conservation Commission Fund (0609), Legal Expense Fund (0692), OA Revolving Administrative Trust Fund (0505), State Property Preservation Fund (0128). All other state funds that have workers' compensation expenditures reimburse GR through transfer appropriations for expenditures and tax obligations. Similarly, certain other funds pay into the Legal Expense Fund through a transfer appropriation for their cost of claims.

5. What is the authorization for this program, i.e., federal or state statute, etc.? (Include the federal program number, if applicable.)

Chapter 287; Section 105.810; Section 105.711 et seq.; Section 37.410 et seq. and Section 537.600, RSMo

6. Are there federal matching requirements? If yes, please explain.

No

7. Is this a federally mandated program? If yes, please explain.

No

PROGRAM DESCRIPTION

Department: Office of Administration

HB Section(s): 5.100, 5.145, 5.555, 5.150, 5.155

Program Name: Division of General Services - Risk Management

5.135, 5.140

Program is found in the following core budget(s): Program is found in the following core budget(s): General Services Operating Core, Workers' Compensation

FY 24 Legal Expense Fund Settlements/Judgments over \$100,000

Agency	Amount	Case Type	Case
Corrections	\$ 10,000,000.00	Inmate	K. Keil, L. Betz, T. George & A. Zieser v Department of Corrections
Legislature	\$ 3,755,782.75	Employment	Eric Qualls v Legislature
Labor & Industrial Relations	\$ 1,900,000.00	Employment	Matthew Vacca v Department of Labor & Industrial Relations
Corrections	\$ 1,248,228.23	Employment	Samantha Kelley v Department of Corrections
Corrections	\$ 1,109,956.85	Employment	Jean Finney v Department of Corrections
Kansas City	\$ 1,000,000.00	Statutory Reimbursement	KC Board of Police Commissioners
Public Safety	\$ 792,348.17	Employment	Dawn Cook v Department of Public Safety
Public Safety	\$ 299,000.00	Motor Vehicle Accident	Justin Osborn v Department of Public Safety
Truman Medical Center	\$ 271,012.00	Medical Malpractice	Kylie Harris, et al. v Truman Medical Center
Attorney General	\$ 254,385.38	Sunshine Law Violation	Democratic Senatorial Campaign Committee v Attorney General
Truman Medical Center	\$ 250,000.00	Medical Malpractice	Laura Ruiz-Damian v Truman Medical Center
Public Safety	\$ 220,000.00	Employment	Mary Faenger v Department of Public Safety
Agriculture	\$ 207,500.00	Employment	Beth Melton v Missouri Department of Agriculture
Public Safety	\$ 199,000.00	Medical Malpractice	Joann Wright v Department of Public Safety
Corrections	\$ 154,055.00	Employment	Patricia Shoemyer v Department of Corrections
Corrections	\$ 150,000.00	Employment	Lonnie Obermark v Department of Corrections
Higher Education	\$ 140,000.00	Motor Vehicle Accident	Floyd Varella v Southeast Missouri State University
Saint Luke's Hospital of KC	\$ 125,000.00	Medical Malpractice	Brooklyn Wright v Saint Luke's Hospital of KC
Elementary & Secondary Education	\$ 115,000.00	Negligence	D.O., et al. v Department of Elementary & Secondary Education
Mental Health	\$ 115,000.00	Employment	Rhonda Brown v Department of Mental Health
Judiciary	\$ 100,000.00	Amendment Violation	Courthouse News Service v Judiciary
Corrections	\$ 100,000.00	Employment	Nancy Bohike v Department of Corrections

PROGRAM DESCRIPTION

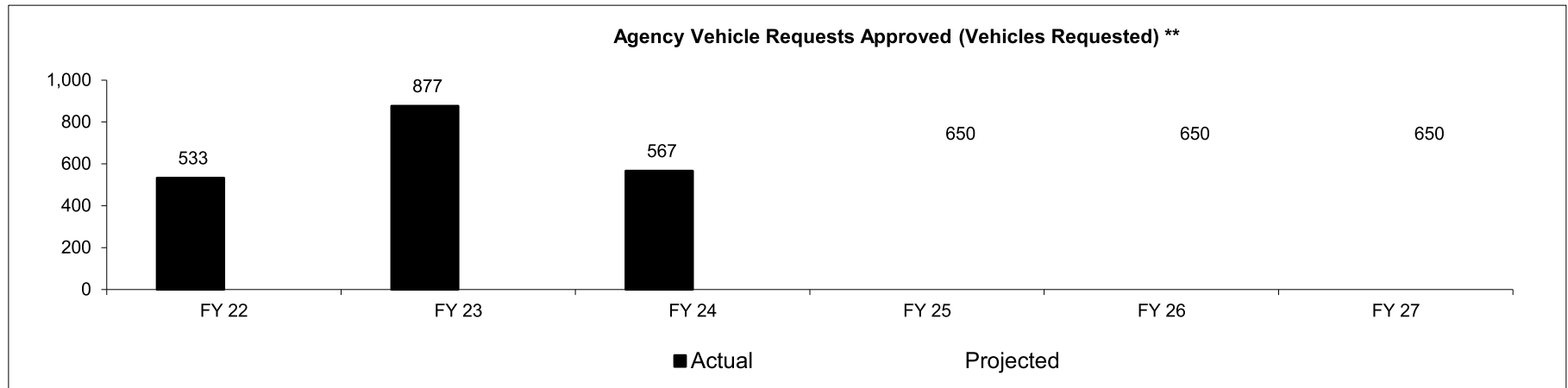
Department: Office of Administration

HB Section(s): 5.100, 5.140

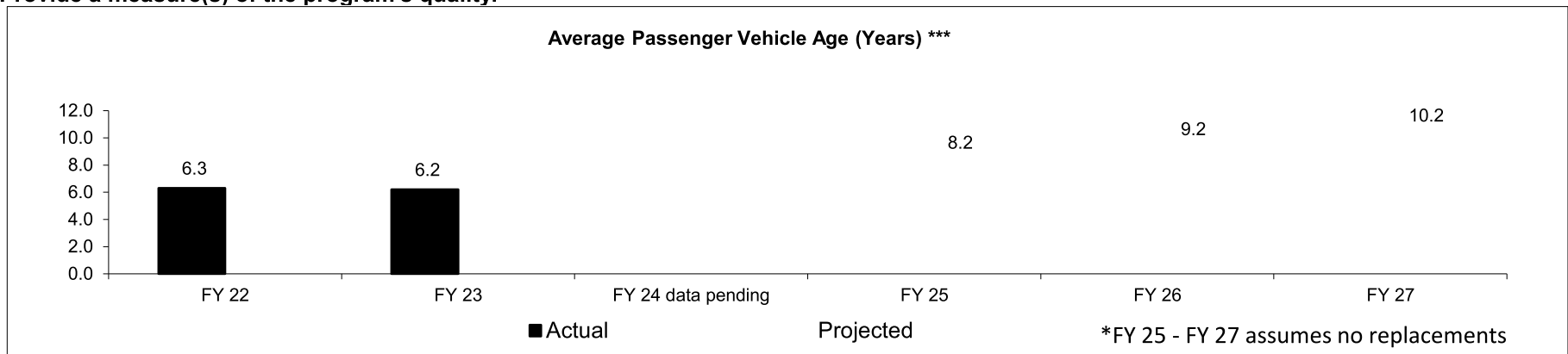
Program Name: Fleet Management

Program is found in the following core budget(s): GS Operating Core, Rebillable Expenses Core

2a. Provide an activity measure(s) for the program.



2b. Provide a measure(s) of the program's quality.



Key for Performance Measures

*All state department data included.

**All departments except MoDOT.

*** Data in OA Fleet System only - does not include MoDOT, Highway Patrol or Conservation.

**** Decreased due to COVID-19 impact on state business travel.

PROGRAM DESCRIPTION

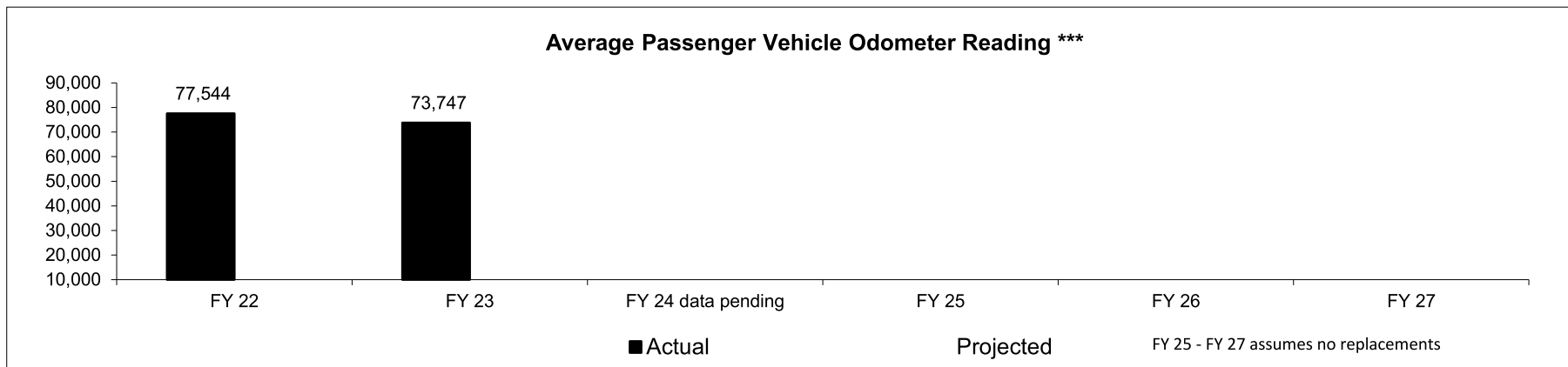
Department: Office of Administration

HB Section(s): 5.100, 5.140

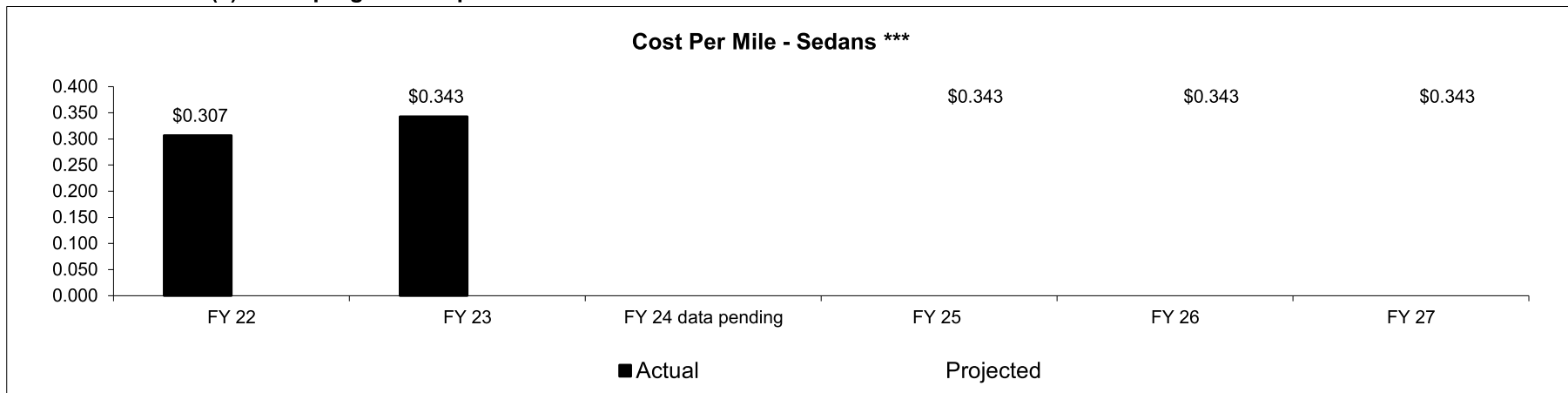
Program Name: Fleet Management

Program is found in the following core budget(s):	GS Operating Core, Rebillable Expenses Core
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2b. Provide a measure(s) of the program's quality.



2c. Provide a measure(s) of the program's impact.



Key for Performance Measures

*All state department data included.

**All departments except MoDOT.

*** Data in OA Fleet System only - does not include MoDOT, Highway Patrol or Conservation.

**** Decreased due to COVID-19 impact on state business travel.

PROGRAM DESCRIPTION

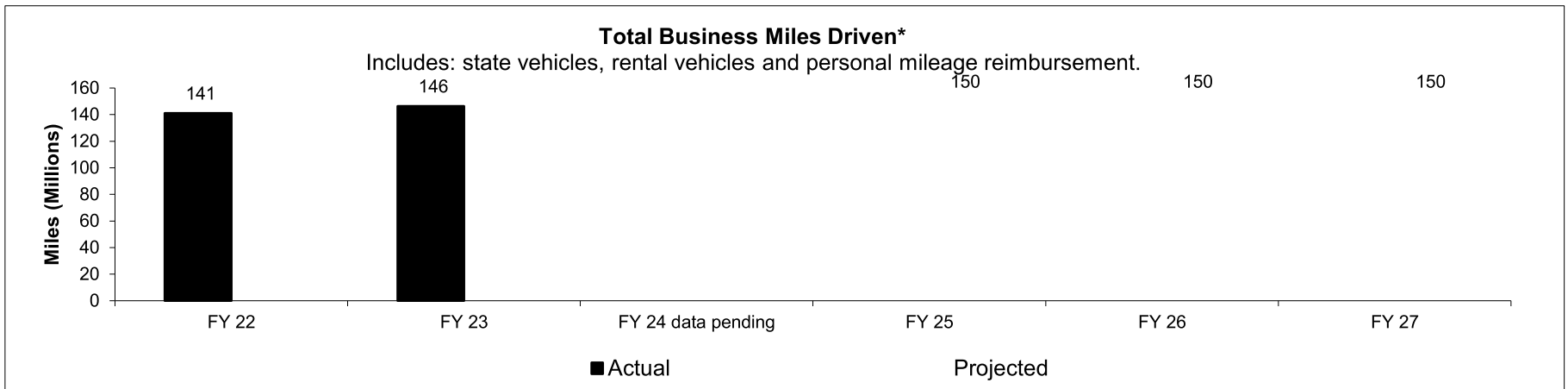
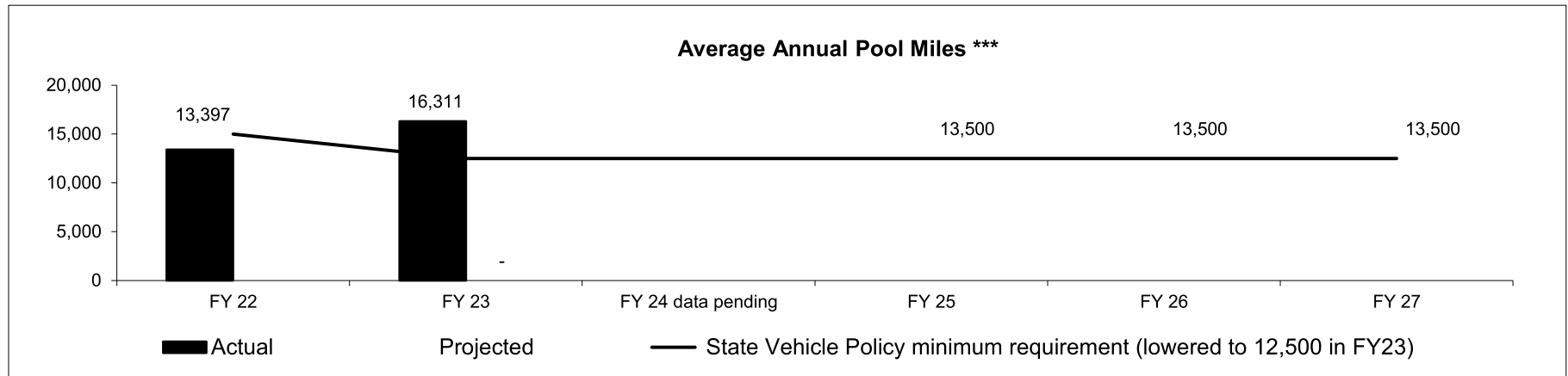
Department: Office of Administration

HB Section(s): 5.100, 5.140

Program Name: Fleet Management

Program is found in the following core budget(s): GS Operating Core, Rebillable Expenses Core

2c. Provide a measure(s) of the program's impact.



Key for Performance Measures

*All state department data included.

**All departments except MoDOT.

*** Data in OA Fleet System only - does not include MoDOT, Highway Patrol or Conservation.

**** Decreased due to COVID-19 impact on state business travel.

PROGRAM DESCRIPTION

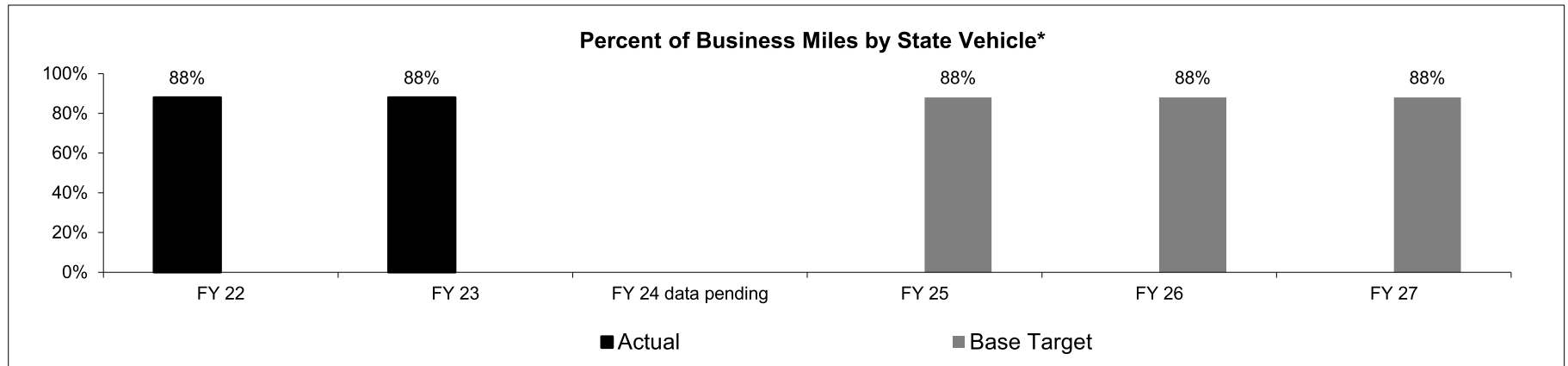
Department: Office of Administration

HB Section(s): 5.100, 5.140

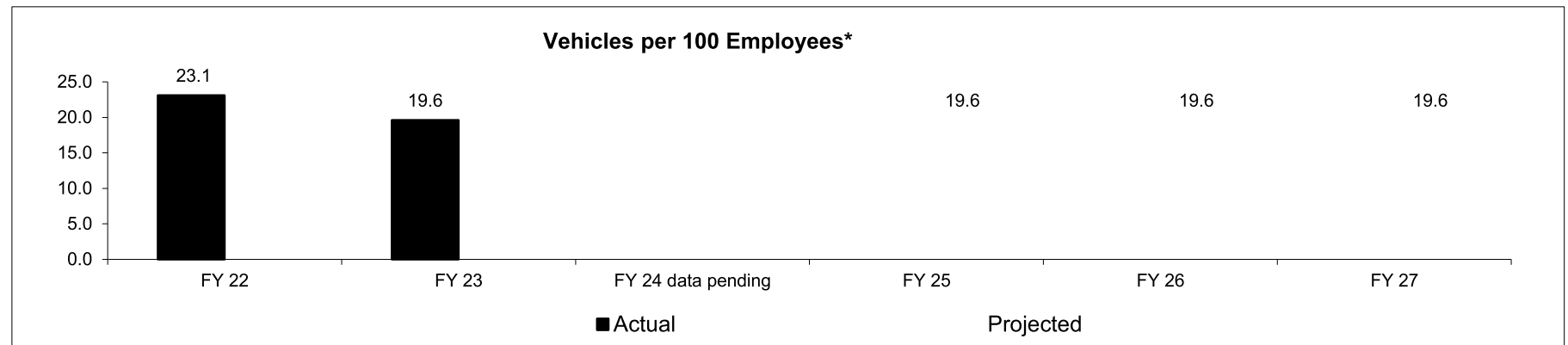
Program Name: Fleet Management

Program is found in the following core budget(s): GS Operating Core, Rebillable Expenses Core

2c. Provide a measure(s) of the program's impact.



2d. Provide a measure(s) of the program's efficiency.



Key for Performance Measures

*All state department data included.

**All departments except MoDOT.

*** Data in OA Fleet System only - does not include MoDOT, Highway Patrol or Conservation.

**** Decreased due to COVID-19 impact on state business travel.

PROGRAM DESCRIPTION

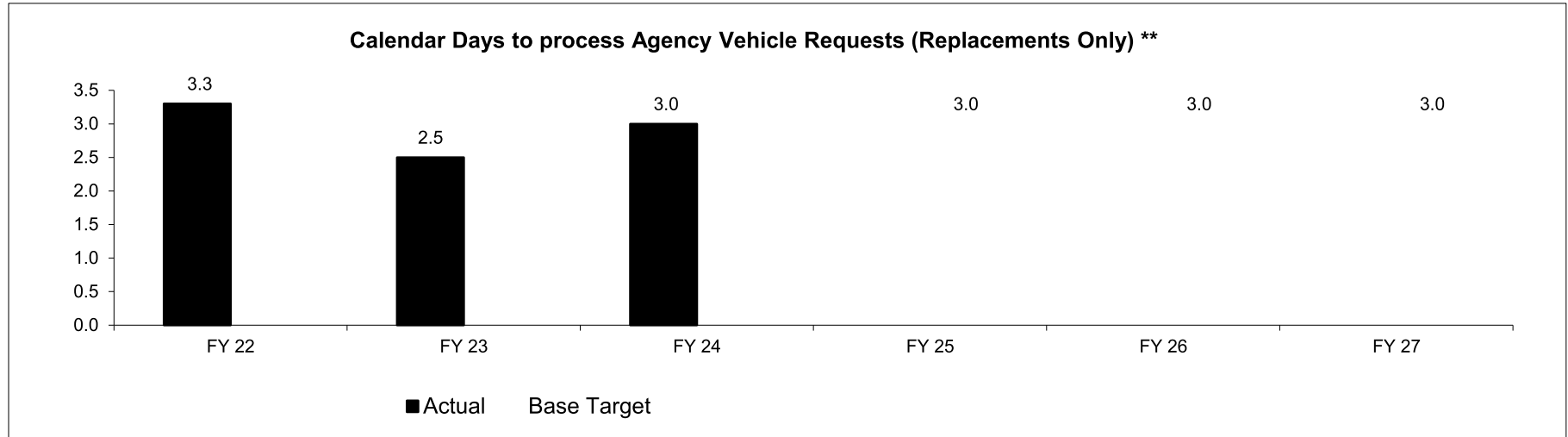
Department: Office of Administration

HB Section(s): 5.100, 5.140

Program Name: Fleet Management

Program is found in the following core budget(s): GS Operating Core, Rebillable Expenses Core

2d. Provide a measure(s) of the program's efficiency.



Key for Performance Measures

*All state department data included.

**All departments except MoDOT.

*** Data in OA Fleet System only - does not include MoDOT, Highway Patrol or Conservation.

**** Decreased due to COVID-19 impact on state business travel.

PROGRAM DESCRIPTION

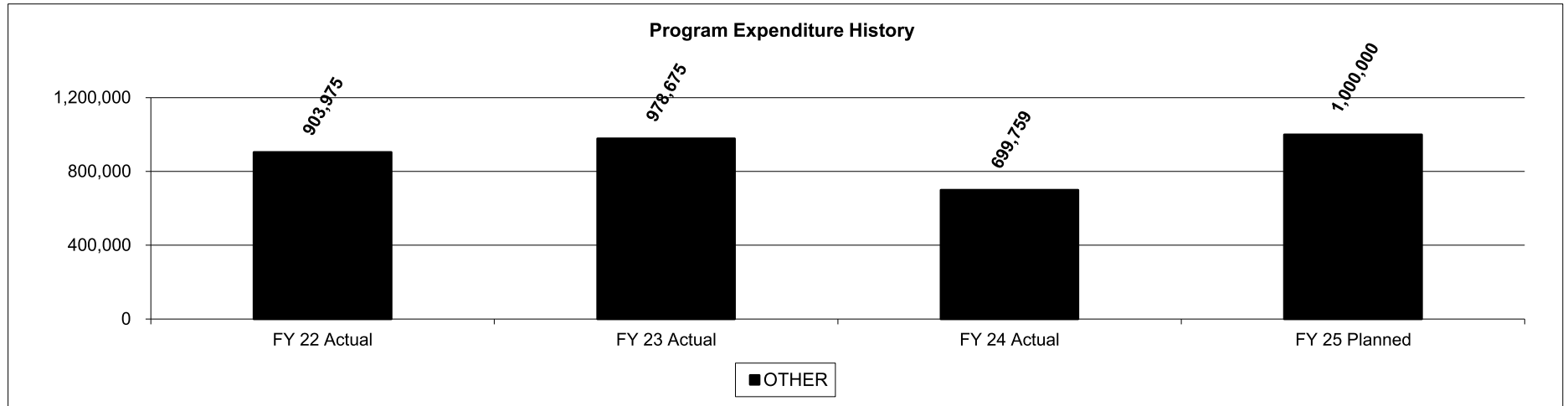
Department: Office of Administration

HB Section(s): 5.100, 5.140

Program Name: Fleet Management

Program is found in the following core budget(s): GS Operating Core, Rebillable Expenses Core

3. Provide actual expenditures for the prior three fiscal years and planned expenditures for the current fiscal year. (Note: Amounts do not include fringe benefit costs.)



*Expenditures include payments made by other agencies through an interagency spending delegation agreement for vehicle purchases in accordance with section 37.452 RSMo.

4. What are the sources of the "Other " funds?

OA Revolving Administrative Trust Fund (0505)

5. What is the authorization for this program, i.e., federal or state statute, etc.? (Include the federal program number, if applicable.)

Section 37.450, RSMo

6. Are there federal matching requirements? If yes, please explain.

No

7. Is this a federally mandated program? If yes, please explain.

No

PROGRAM DESCRIPTION

Department: Office of Administration

HB Section(s): 5.100, 5.140

Program Name: Vehicle Maintenance

Program is found in the following core budget(s): General Services Operating Core and Rebillable Expenses Core

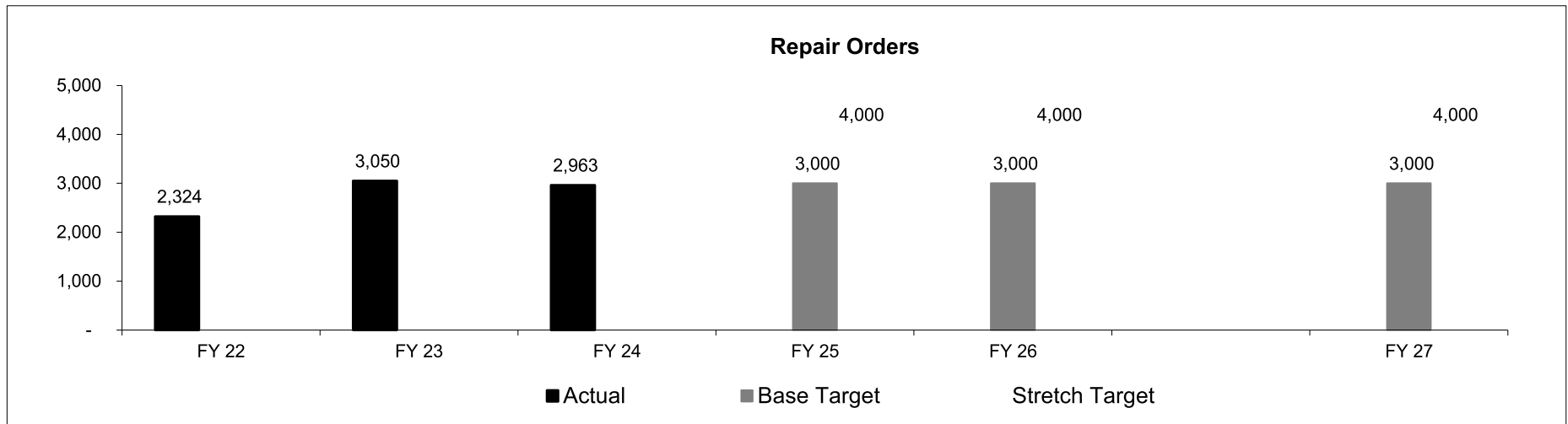
1a. What strategic priority does this program address?

Prioritize the customer experience by offering excellent, low cost services.

1b. What does this program do?

Vehicle Maintenance provides complete diagnostic, mechanical repair, and body shop services for state vehicles principally stationed in the Jefferson City area at a cost lower than private sector garages. Work release offenders from Algoa Correctional Center are utilized along with ASE certified state mechanics to provide services. The program provides vital job training skills to the offenders that are easily transferrable upon their release. State agencies that use the program are assured that only necessary repairs are made to state vehicles. Additionally, Vehicle Maintenance team members provide vehicle repair advice and recommendations to agencies located outside of Jefferson City and work with outside repair vendors on behalf of state agencies to ensure services are charged appropriately.

2a. Provide an activity measure(s) for the program.



PROGRAM DESCRIPTION

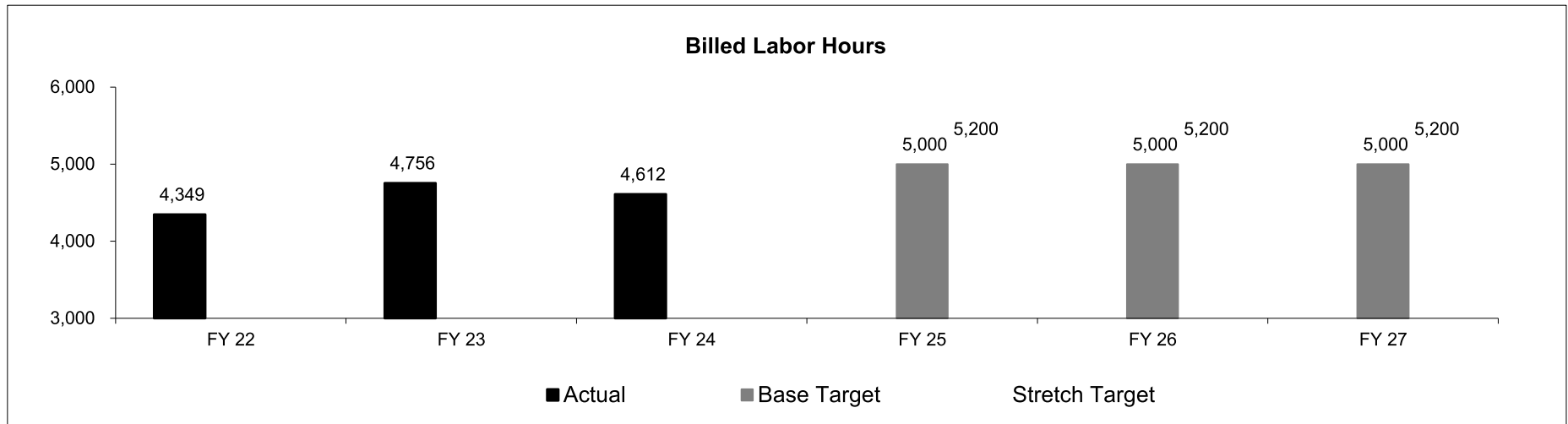
Department: Office of Administration

HB Section(s): 5.100, 5.140

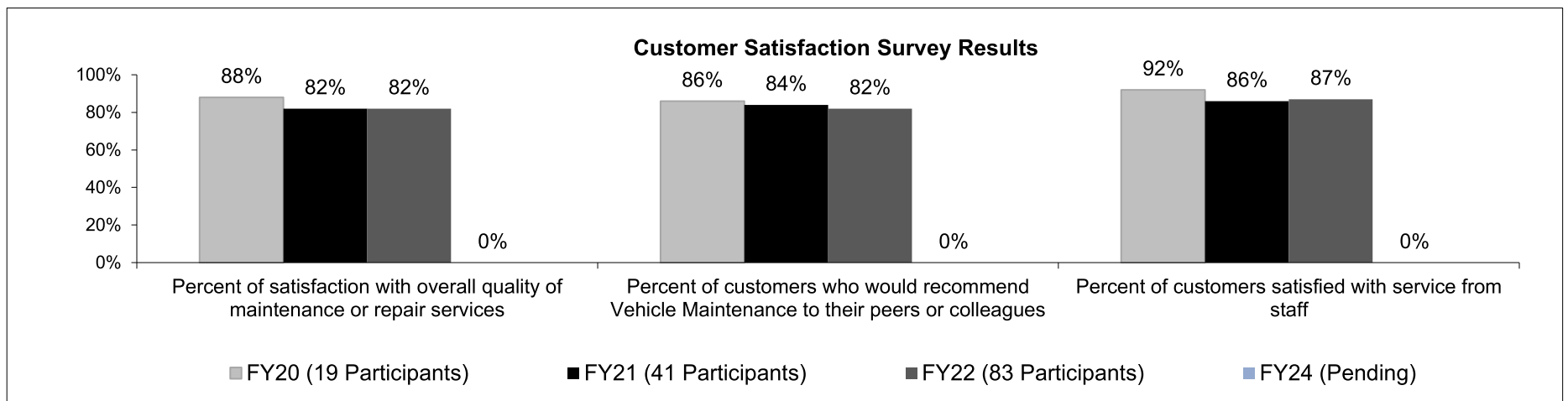
Program Name: Vehicle Maintenance

Program is found in the following core budget(s): General Services Operating Core and Rebillable Expenses Core

2a. Provide an activity measure(s) for the program.



2b. Provide a measure(s) of the program's quality.



PROGRAM DESCRIPTION

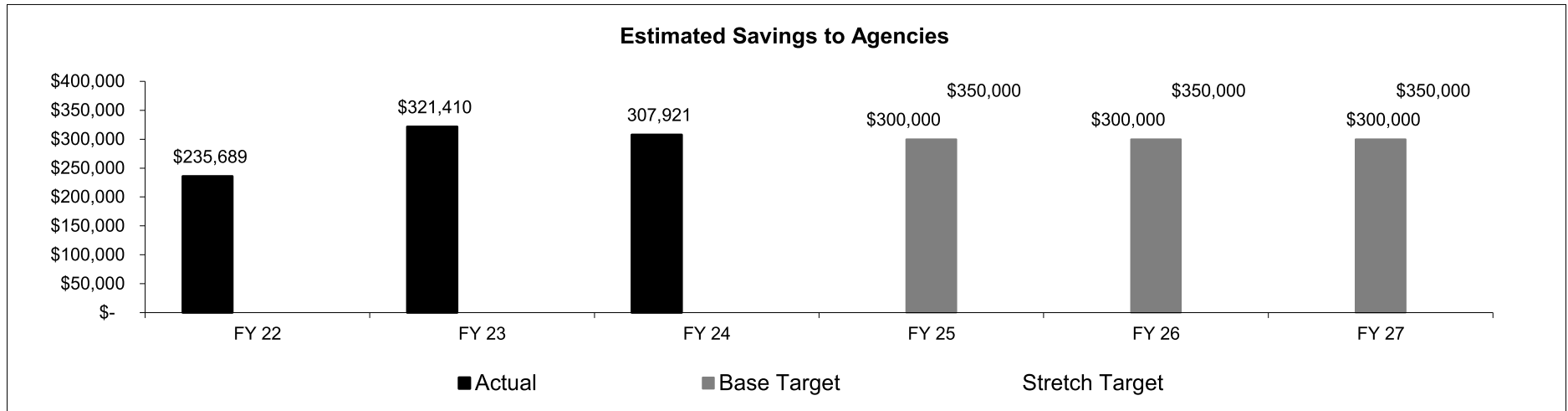
Department: Office of Administration

HB Section(s): 5.100, 5.140

Program Name: Vehicle Maintenance

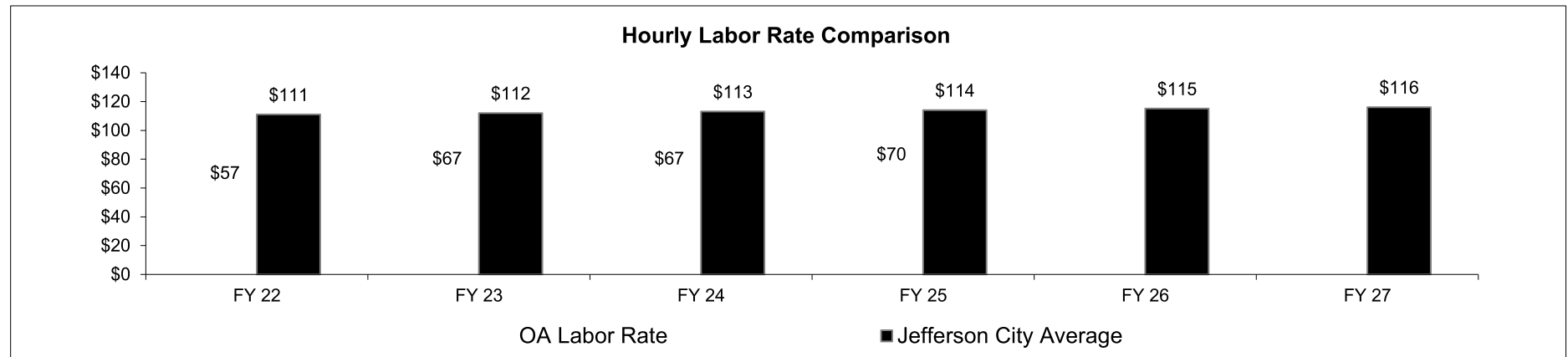
Program is found in the following core budget(s): General Services Operating Core and Rebillable Expenses Core

2c. Provide a measure(s) of the program's impact.



Savings are calculated through annual pricing surveys of external providers for routine services and labor rates. Estimated savings are tied directly to actual labor hours billed.

2d. Provide a measure(s) of the program's efficiency.



PROGRAM DESCRIPTION

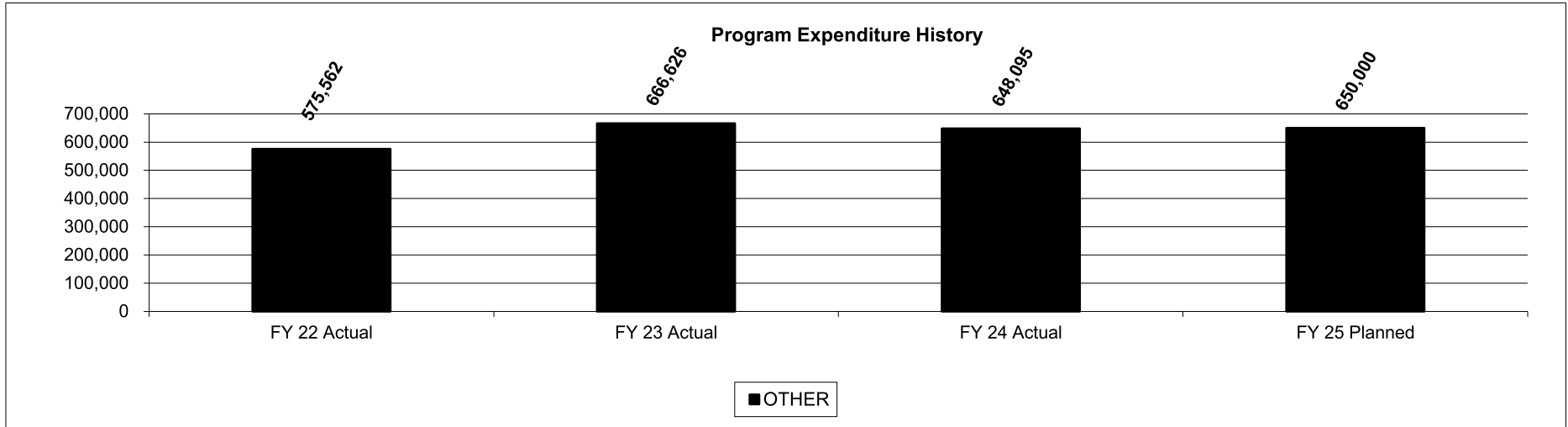
Department: Office of Administration

HB Section(s): 5.100, 5.140

Program Name: Vehicle Maintenance

Program is found in the following core budget(s): General Services Operating Core and Rebillable Expenses Core

3. Provide actual expenditures for the prior three fiscal years and planned expenditures for the current fiscal year. (Note: Amounts do not include fringe benefit costs.)



4. What are the sources of the "Other " funds?

OA Revolving Administrative Trust Fund (0505)

5. What is the authorization for this program, i.e., federal or state statute, etc.? (Include the federal program number, if applicable.)

State Vehicle Policy (SP-4)

6. Are there federal matching requirements? If yes, please explain.

No

7. Is this a federally mandated program? If yes, please explain.

No

PROGRAM DESCRIPTION

Department: Office of Administration

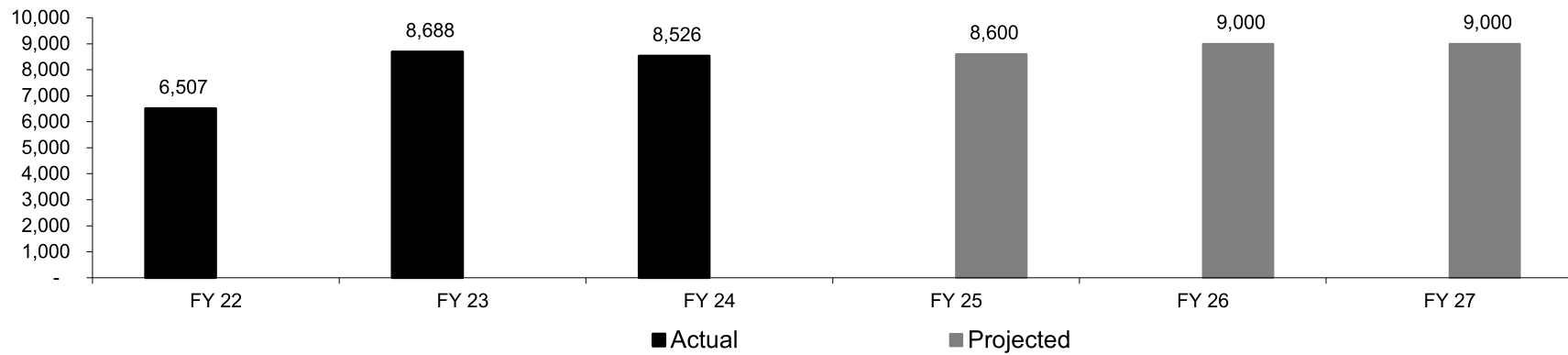
HB Section(s): 5.100, 5.140

Program Name: OA Carpool

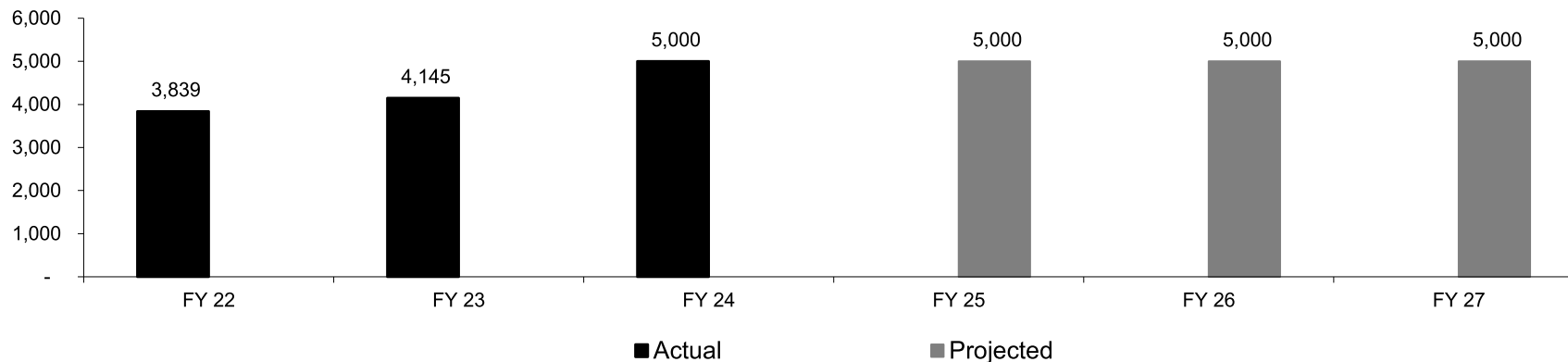
Program is found in the following core budget(s): GS Operating Core, Rebillable Expenses Core

2a. Provide an activity measure(s) for the program.

OA Carpool Trips Billed



Active Reservation System Users



PROGRAM DESCRIPTION

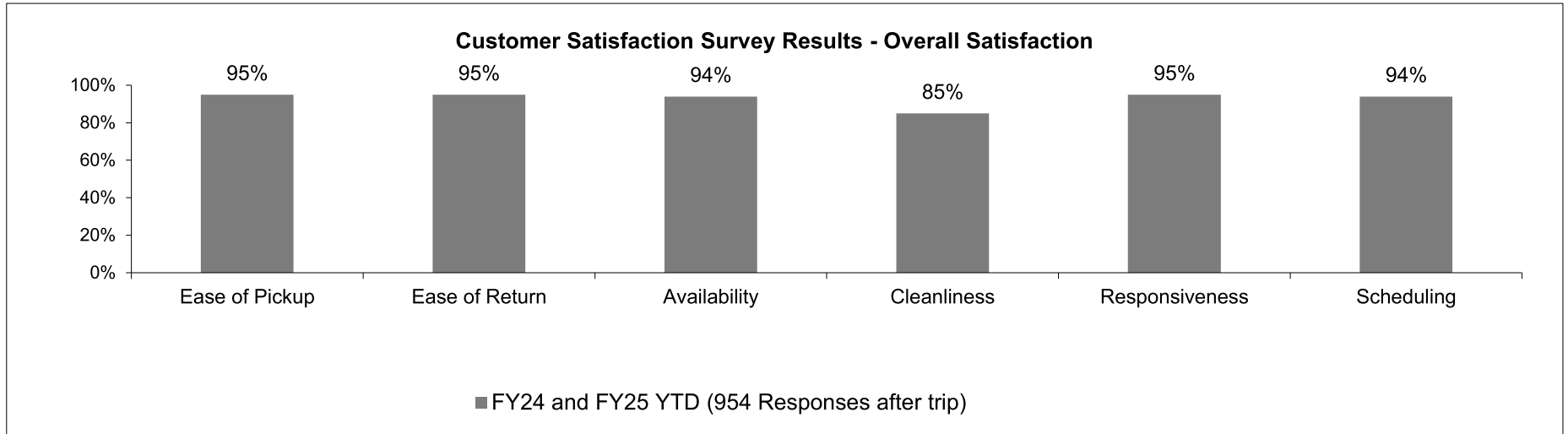
Department: Office of Administration

HB Section(s): 5.100, 5.140

Program Name: OA Carpool

Program is found in the following core budget(s): GS Operating Core, Rebillable Expenses Core

2b. Provide a measure(s) of the program's quality.



PROGRAM DESCRIPTION

Department: Office of Administration

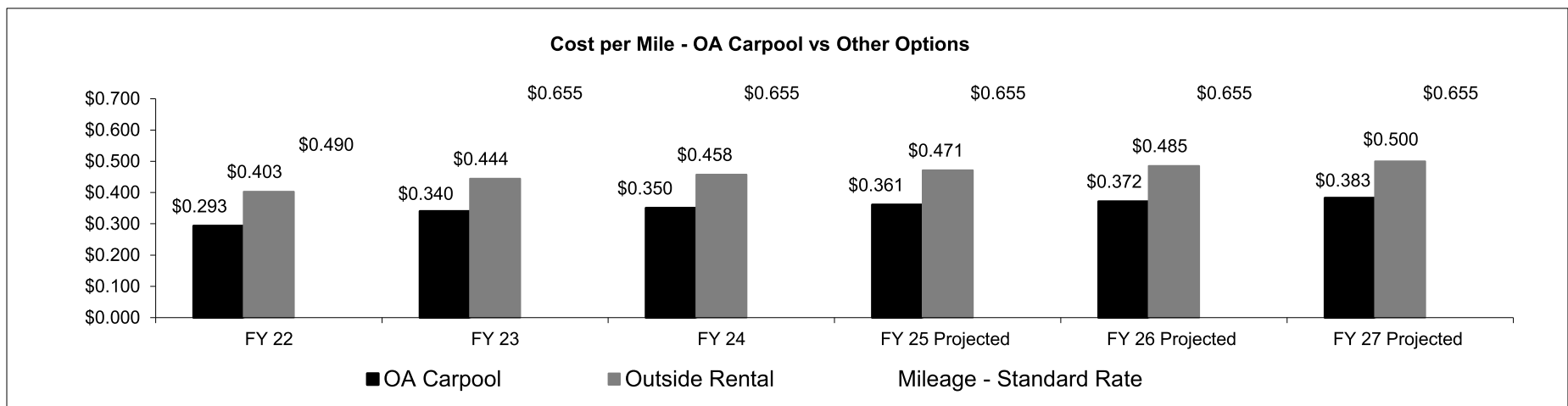
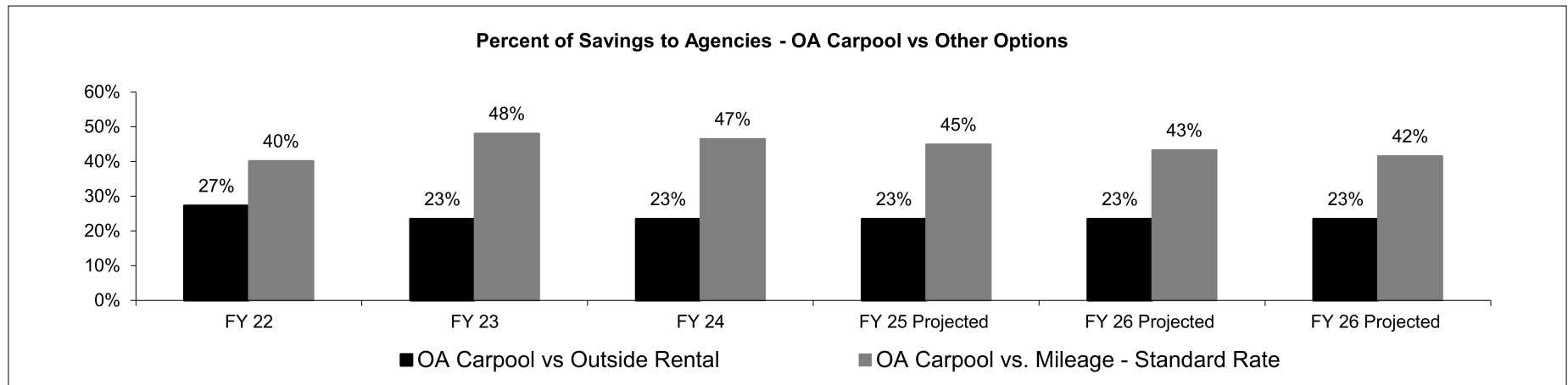
HB Section(s): 5.100, 5.140

Program Name: OA Carpool

Program is found in the following core budget(s): GS Operating Core, Rebillable Expenses Core

2c. Provide a measure(s) of the program's impact.

For FY 24, OA Carpool vehicles were overall 23% less expensive than rental vehicles through a contractor and 47% less expensive than personal mileage reimbursement at the \$.655 per mile rate.



PROGRAM DESCRIPTION

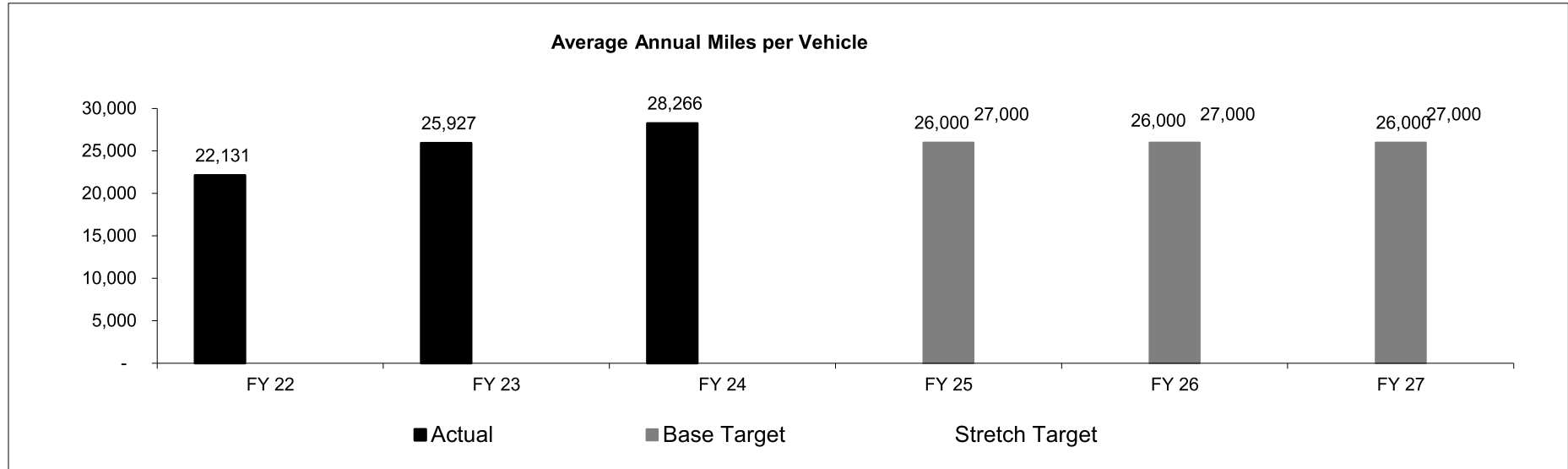
Department: Office of Administration

HB Section(s): 5.100, 5.140

Program Name: OA Carpool

Program is found in the following core budget(s): GS Operating Core, Rebillable Expenses Core

2d. Provide a measure(s) of the program's efficiency.



PROGRAM DESCRIPTION

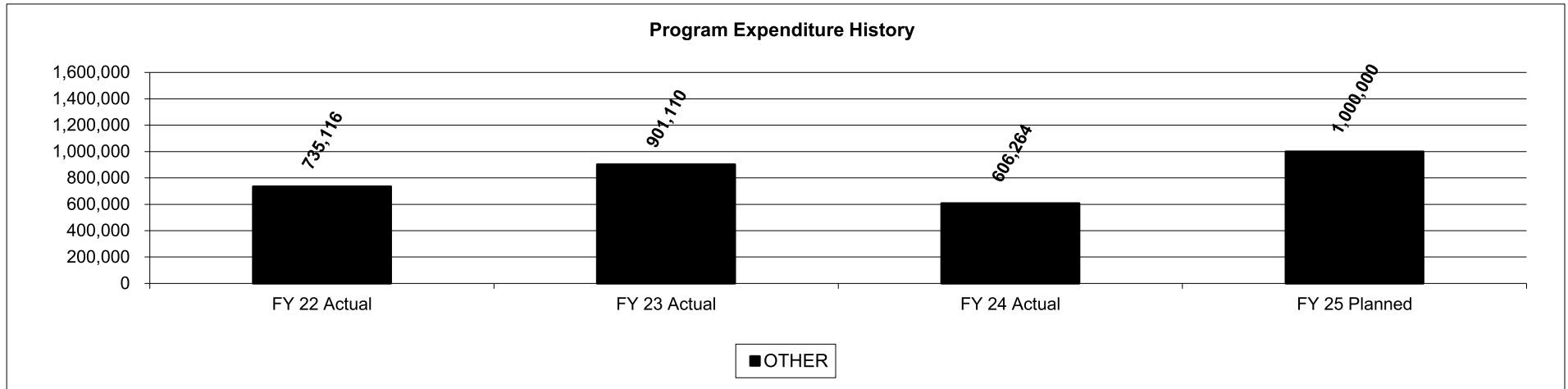
Department: Office of Administration

HB Section(s): 5.100, 5.140

Program Name: OA Carpool

Program is found in the following core budget(s): GS Operating Core, Rebillable Expenses Core

3. Provide actual expenditures for the prior three fiscal years and planned expenditures for the current fiscal year. (Note: Amounts do not include fringe benefit costs.)



4. What are the sources of the "Other " funds?

OA Revolving Administrative Trust Fund (0505)

5. What is the authorization for this program, i.e., federal or state statute, etc.? (Include the federal program number, if applicable.)

Section 37.450, RSMo

6. Are there federal matching requirements? If yes, please explain.

No

7. Is this a federally mandated program? If yes, please explain.

No

PROGRAM DESCRIPTION

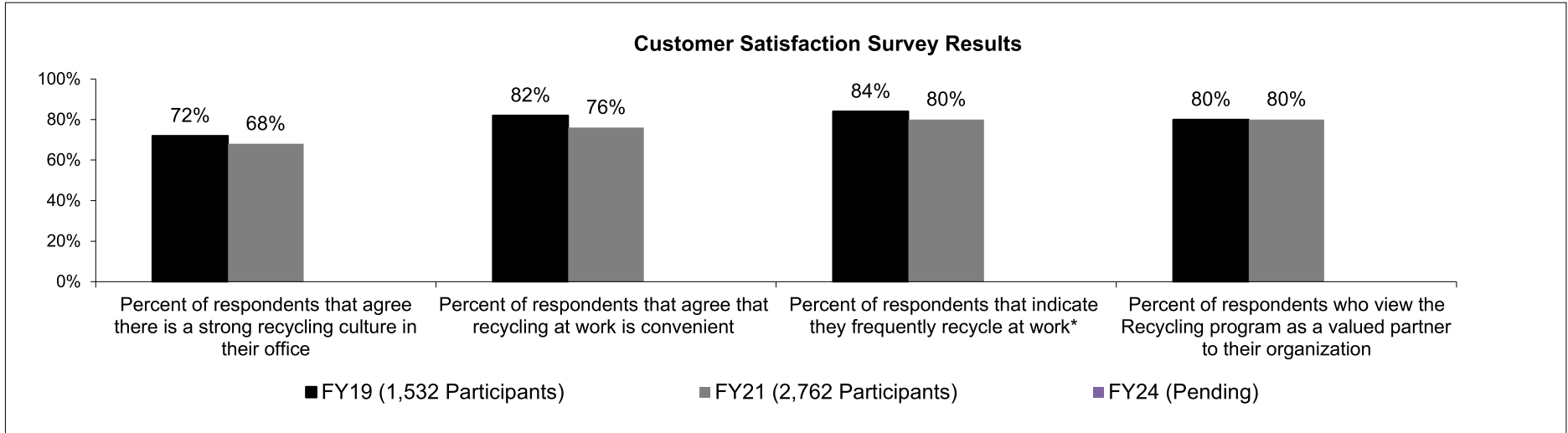
Department: Office of Administration

HB Section(s): 5.105

Program Name: Surplus Property Recycling

Program is found in the following core budget(s): Surplus Property Recycling

2b. Provide a measure(s) of the program's quality.



*Question not asked in FY 17.

PROGRAM DESCRIPTION

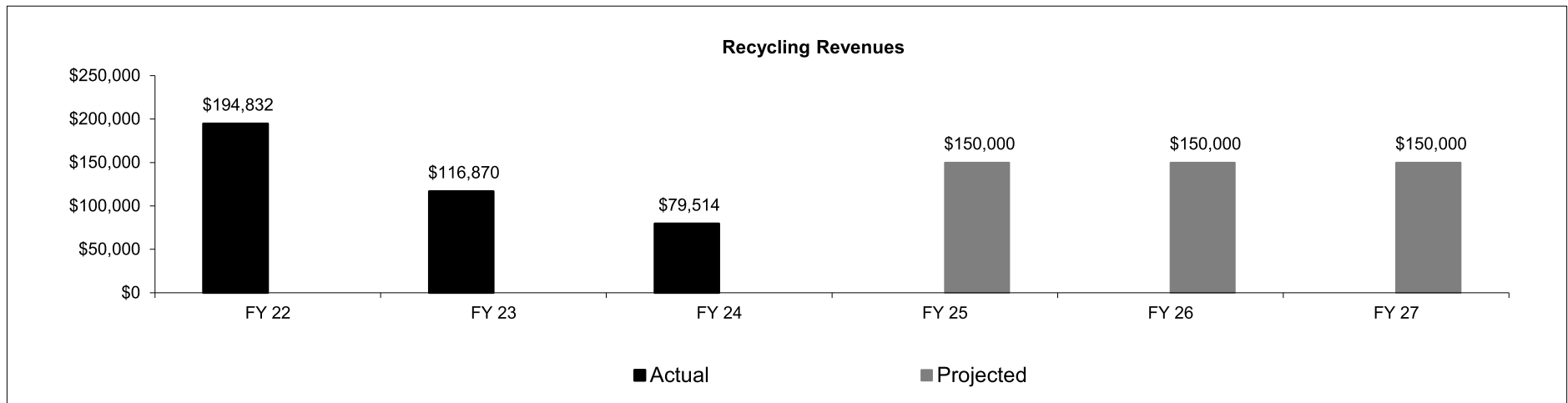
Department: Office of Administration

HB Section(s): 5.105

Program Name: Surplus Property Recycling

Program is found in the following core budget(s): Surplus Property Recycling

2c. Provide a measure(s) of the program's impact.



*Downturn in revenues is largely due to change in market conditions in the recycling industry.

	FY 22		FY 23		FY 24		FY 25	FY 26	FY 27
Measure	Proj.	Actual	Proj.	Actual	Proj.	Actual	Projected	Projected	Projected
Heating Assistance Transfer to DSS	\$30,000	\$30,000	\$30,000	\$30,000	\$30,000	\$30,000	\$30,000	\$30,000	\$30,000

PROGRAM DESCRIPTION

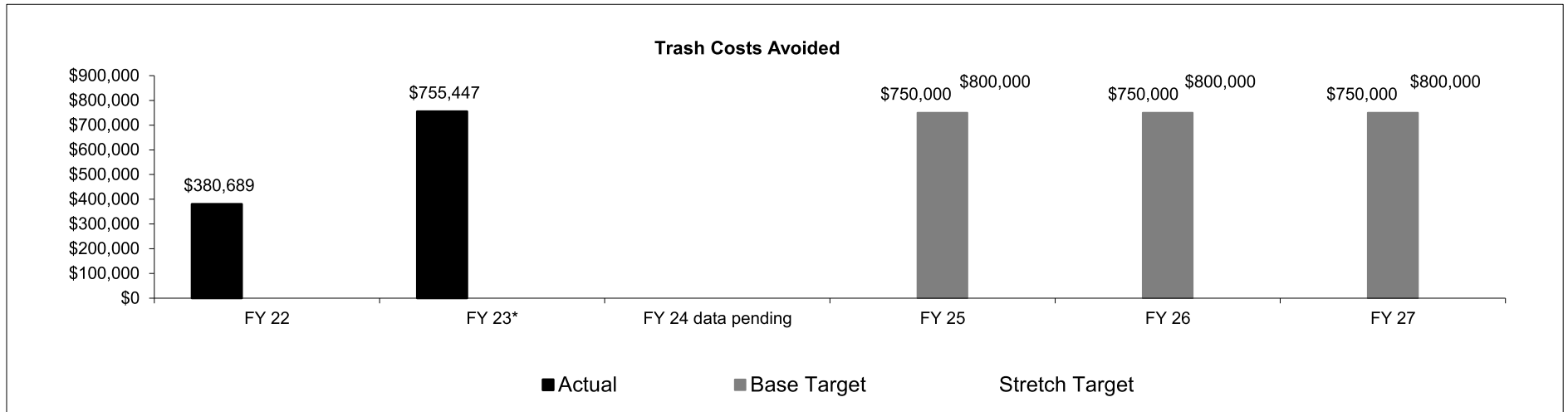
Department: Office of Administration

HB Section(s): 5.105

Program Name: Surplus Property Recycling

Program is found in the following core budget(s): Surplus Property Recycling

2d. Provide a measure(s) of the program's efficiency.



*Trash costs avoided increased 50 percent due to increased average Missouri landfill tipping fee used to calculate costs avoided.

The average landfill tipping fee increased from \$ 77.36 per ton in FY 22 to \$125.47 per ton in FY 23 as published in www.erefndn.org.

PROGRAM DESCRIPTION

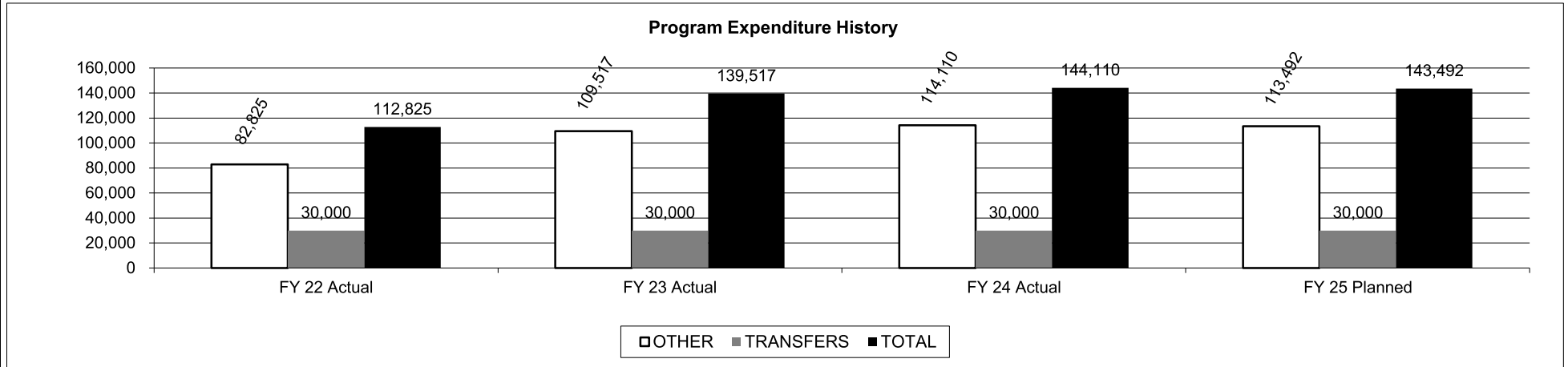
Department: Office of Administration

HB Section(s): 5.105

Program Name: Surplus Property Recycling

Program is found in the following core budget(s): Surplus Property Recycling

3. Provide actual expenditures for the prior three fiscal years and planned expenditures for the current fiscal year. (Note: Amounts do not include fringe benefit costs.)



4. What are the sources of the "Other " funds?

Federal Surplus Property Fund (0407)

5. What is the authorization for this program, i.e., federal or state statute, etc.? (Include the federal program number, if applicable.)

Sections 34.031 and 34.032, RSMo

6. Are there federal matching requirements? If yes, please explain.

No

7. Is this a federally mandated program? If yes, please explain.

No

PROGRAM DESCRIPTION

Department: Office of Administration

HB Section(s): 5.105

Program Name: Federal Surplus Property

Program is found in the following core budget(s): Surplus Property

1a. What strategic priority does this program address?

Prioritize the customer experience by offering excellent, low cost services.

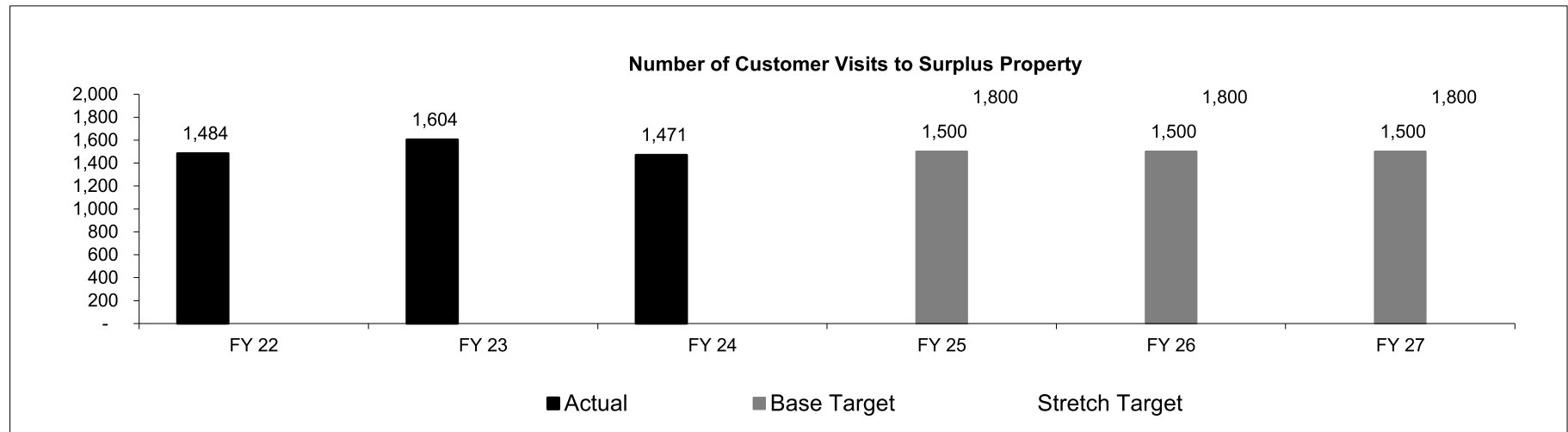
1b. What does this program do?

The State Agency for Surplus Property (SASP) administers the Federal Surplus Property program to help eligible entities purchase low cost excess federal property.

The SASP receives federal surplus property at no cost to the State other than transportation costs. The SASP transfers the property to eligible entities (officially referred to as donees) such as: state agencies, cities, counties, schools, not-for-profit health and educational activities, providers of assistance to the homeless and needy, SBA 8(a) program participants, Veteran Small Businesses, and service educational activities. All expenses incurred by the SASP for operating the Federal Surplus Property program are recovered through service charges applied to property acquired by eligible entities.

2a. Provide an activity measure(s) for the program.

See attached list of the top 100 entities served in FY 2024.



PROGRAM DESCRIPTION

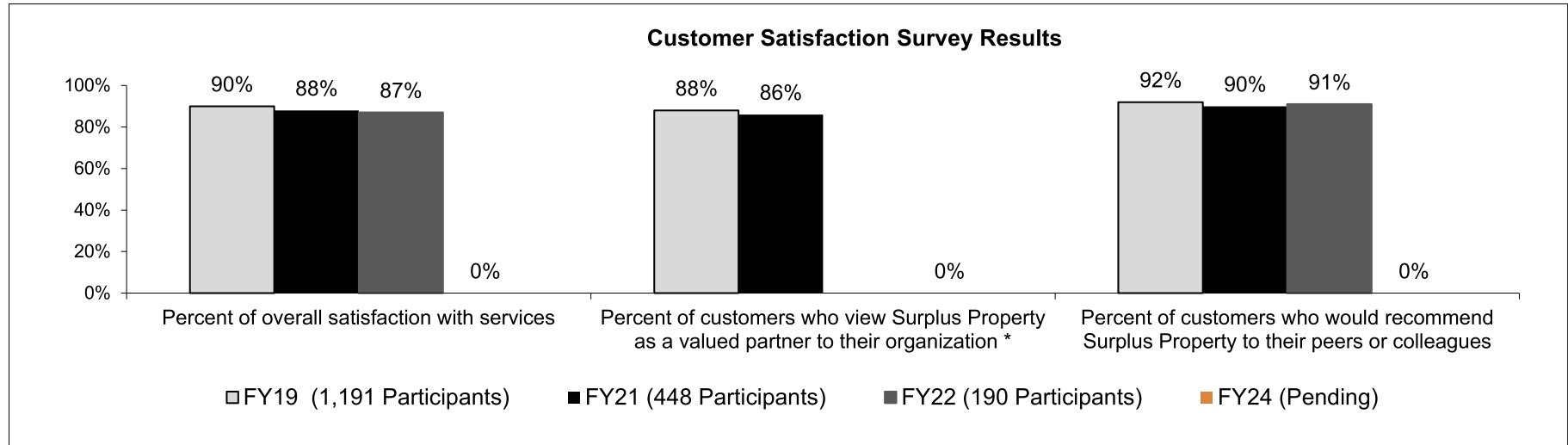
Department: Office of Administration

HB Section(s): 5.105

Program Name: Federal Surplus Property

Program is found in the following core budget(s): Surplus Property

2b. Provide a measure(s) of the program's quality.



*Question not asked in FY 22.

PROGRAM DESCRIPTION

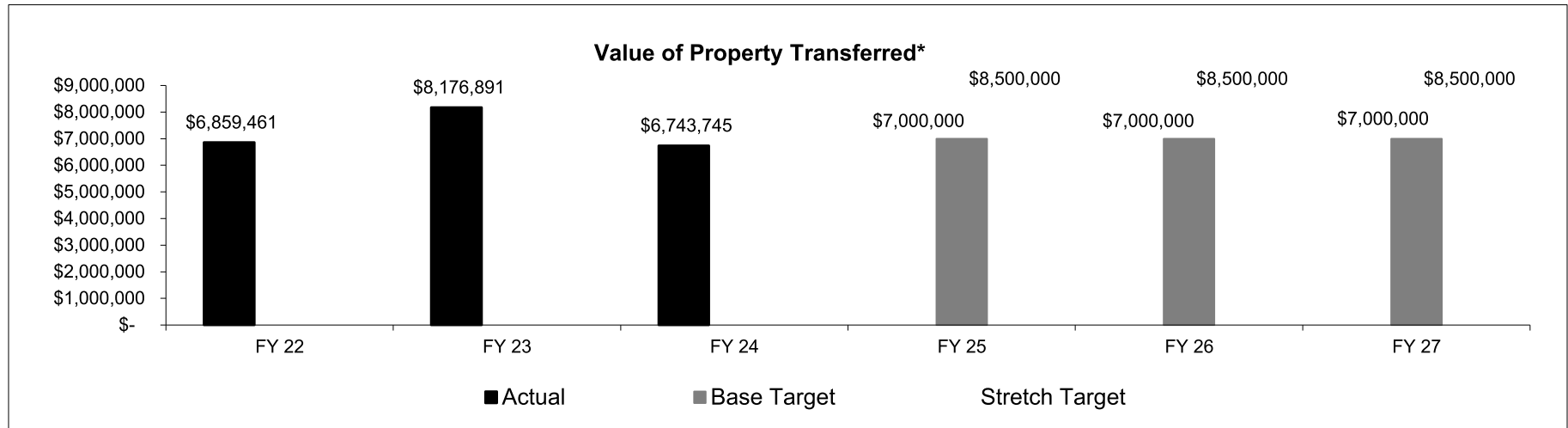
Department: Office of Administration

HB Section(s): 5.105

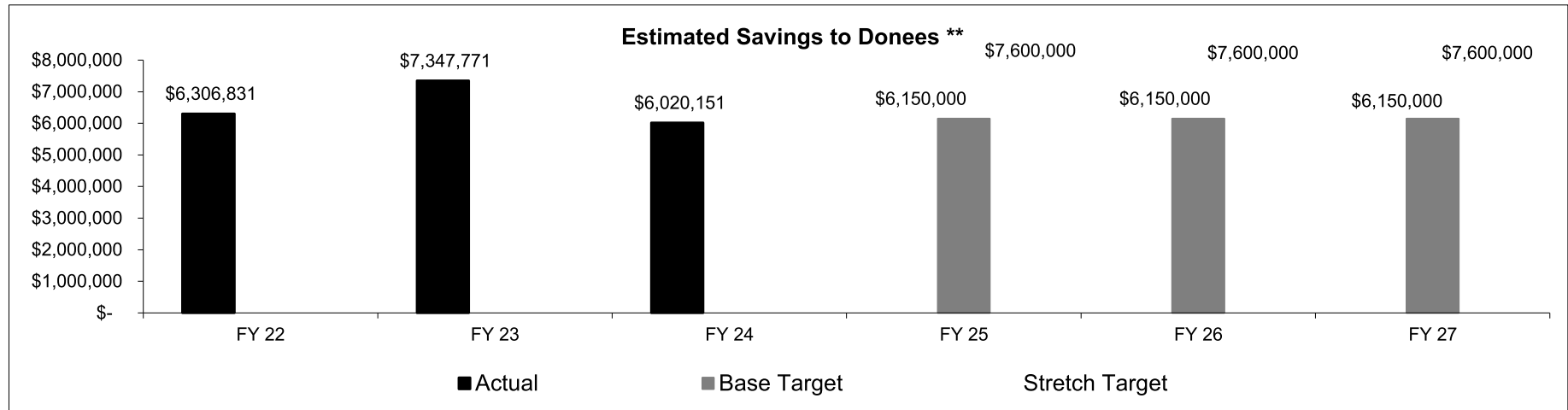
Program Name: Federal Surplus Property

Program is found in the following core budget(s): Surplus Property

2c. Provide a measure(s) of the program's impact.



*The value is the original cost paid by the federal government for the property. This is not the cost charged to donees.



** Difference between value of the original cost paid by the federal government for the property and the cost charged to donees.

PROGRAM DESCRIPTION

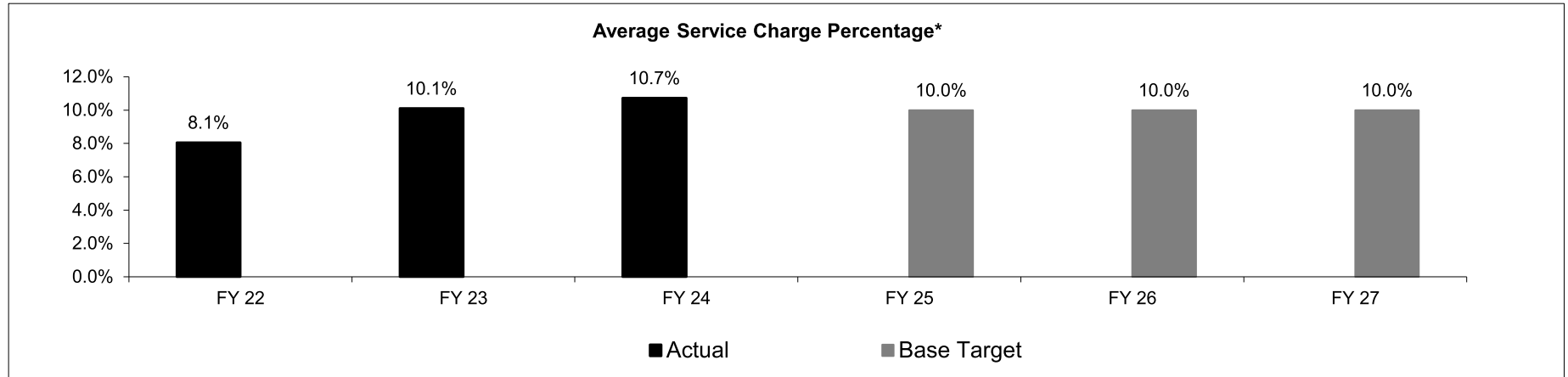
Department: Office of Administration

HB Section(s): 5.105

Program Name: Federal Surplus Property

Program is found in the following core budget(s): Surplus Property

2d. Provide a measure(s) of the program's efficiency.



*Percentage of the original acquisition costs (paid by the Federal Government) charged to the donee. Service charges cover the programs operating cost.

PROGRAM DESCRIPTION

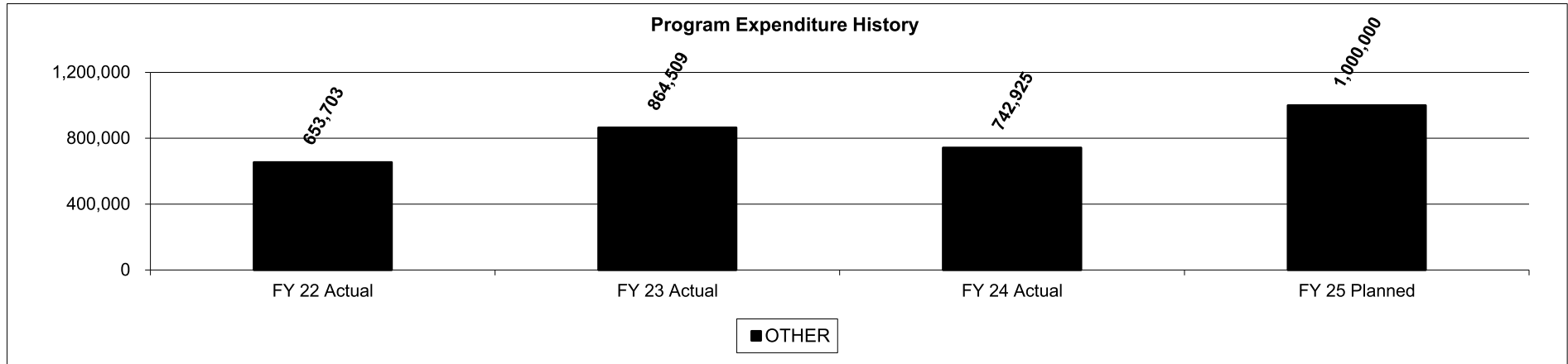
Department: Office of Administration

HB Section(s): 5.105

Program Name: Federal Surplus Property

Program is found in the following core budget(s): Surplus Property

3. Provide actual expenditures for the prior three fiscal years and planned expenditures for the current fiscal year. (Note: Amounts do not include fringe benefit costs.)



4. What are the sources of the "Other " funds?

Proceeds of Surplus Property Sales Fund (0710)

5. What is the authorization for this program, i.e., federal or state statute, etc.? (Include the federal program number, if applicable.)

Chapters 34 and 37, RSMo.

Per Chapter 37.075 The Office of Administration is designated as the "Missouri State Agency for Surplus Property". It may acquire, warehouse, and distribute federal surplus property to any and all eligible departments and agencies of the state and local government, and to any and all other institutions and organizations eligible to receive surplus property under Public Law 152, 81st Congress, as amended, and under any other laws enacted by the Congress of the United States which provide for the disposal of United States government surplus property, and may otherwise cooperate with the federal government in the transfer of government surplus property.

6. Are there federal matching requirements? If yes, please explain.

No

7. Is this a federally mandated program? If yes, please explain.

No

PROGRAM DESCRIPTION				
Department: Office of Administration			HB Section(s): 5.105	
Program Name: Federal Surplus Property				
Program is found in the following core budget(s): Surplus Property				
FY 24 Donees Obtaining Property from Federal Surplus Property				
Top 100 Based on Federal Acquisition Cost				
Donee Name	City	County	Federal Acquisition Cost	MOSASP Service Charge
USS Aries Hydrofoil Memorial	Callao	Randolph	1,176,817.17	98,199.50
Transportation, Department of (MODOT)	Jefferson City	Cole	589,021.14	30,362.50
Corrections, Department of	Multiple facilities		401,733.80	45,598.00
Highway Patrol, Missouri State	Jefferson City	Cole	323,973.73	2,842.00
Arete Contracting	Jefferson City	Cole	257,863.05	31,051.00
Overton Wooldridge Levee Drainage District	Jamestown	Cooper	214,965.40	35,550.00
Anderson Wood Products LLC	Ellington	Reynolds	153,567.93	17,228.00
Natural Resources, Department of (DNR)	Jefferson City	Cole	147,023.10	14,294.00
New Life Evangelistic Center, Inc	Overland	St Louis	127,776.41	10,980.75
Howell County	West Plains	Howell	122,675.42	11,159.00
Eleven Point Rural Fire	Willow Springs	Howell	120,917.19	22,533.00
Champlin Cattle Co LLC	Rich Hill	Bates	117,863.72	24,800.00
Gateway Youth Aeronautical Foundation	Maryland Heights	St Louis	92,290.00	5,000.00
St John Levee and Drainage District of Missouri	East Prairie	Mississippi	90,770.12	8,225.00
Missouri University of Science and Technology	Columbia	Phelps	89,114.14	10,313.00
Administration, Office of	Multiple divisions		85,473.15	24,635.50
Adrian, City of	Adrian	Bates	73,280.01	10,640.00
Sikeston, City of	Sikeston	Scott	72,325.00	18,820.00
Harry S Truman Naval Sea Cadets	Oskaloosa	Jefferson	68,996.04	7,048.00
Great Rivers Boy Scout Council	Columbia	Boone	63,825.71	7,331.11
Pulaski County Health Department	Waynesville	Pulaski	63,683.50	3,967.40
Douglas County	Ava	Douglas	58,890.00	13,500.00
PWSD 1, Macon County	Macon	Macon	57,368.01	8,395.00
Sedalia, City of	Sedalia	Pettis	56,706.81	8,392.00
Midwestern Baptist Theological Seminary	Kansas City	Clay	55,264.21	5,902.00
ASUSA Professional LLC	Eureka	St Louis	50,568.46	4,047.00
Callaway Cares	Fulton	Callaway	47,664.71	3,981.50
Blue Collar Consulting Group LLC	Boonville	Cooper	45,161.57	4,154.50

PROGRAM DESCRIPTION				
Department: Office of Administration			HB Section(s): 5.105	
Program Name: Federal Surplus Property				
Program is found in the following core budget(s): Surplus Property				
FY 24 Donees Obtaining Property from Federal Surplus Property Top 100 Based on Federal Acquisition Cost				
Donee Name	City	County	Federal Acquisition Cost	MOSASP Service Charge
Mettle Welding and Fabrication	Lake St Louis	St Charles	43,729.86	6,572.00
State Emergency Management Agency	Jefferson City	Cole	38,390.90	3,077.00
Lewis Place Historical Preservation	St Louis	St Louis City	34,830.22	3,280.00
Mansfield, City of	Mansfield	Wright	34,708.16	693.50
Hickory County	Hermitage	Hickory	34,552.58	5,766.50
Larry Payne Excavating LLC	Russellville	Cole	34,132.39	5,793.00
Morley, City of	Morley	Scott	31,218.01	2,520.00
Dixon, City of	Dixon	Pulaski	27,563.32	3,100.00
Sweet Springs, City of	Sweet Springs	Saline	26,669.24	1,618.00
Vinita Park, City of	Vinita Park	St Louis	25,322.09	7,660.00
New Madrid County R-1 School	New Madrid	New Madrid	25,097.36	4,900.00
Camden County	Camdenton	Camden	24,900.21	1,797.00
Marshall School District	Marshall	Saline	24,768.35	3,775.00
Cole County R-5 School	Eugene	Cole	24,299.23	3,450.00
Cole County	Jefferson City	Cole	23,573.19	1,053.96
Michael A Simmons	Rich Hill	Bates	23,432.57	2,650.00
Raymondville Volunteer Fire Department	Raymondville	Texas	22,101.09	4,717.69
PWSD 8, Clay County	Kearney	Clay	22,078.36	1,954.00
Washington School	Washington	Franklin	21,892.66	1,955.00
Forsyth R-3 School	Forsyth	Taney	21,088.13	1,492.78
Wayne Co Volunteer Fire District #1	Greenville	Wayne	19,668.01	1,991.00
West Plains, City of	West Plains	Howell	19,433.31	2,048.00
Gravois Special Road District #8	Gravois Mills	Morgan	19,419.93	4,193.44
Lakeview Heights Fire Protection District	Cole Camp	Benton	19,041.57	1,521.50
Boonville R-1 School	Boonville	Cooper	18,713.95	2,660.00
West County R-4 School District	Leadwood	St Francois	18,557.04	1,150.00
Sherwood Forest	St Louis	St Louis	18,442.56	306.34
Monroe County	Paris	Monroe	18,396.50	3,507.50
Youth Services, Division of	Jefferson City	Cole	18,234.55	2,575.00

PROGRAM DESCRIPTION				
Department: Office of Administration			HB Section(s): 5.105	
Program Name: Federal Surplus Property				
Program is found in the following core budget(s): Surplus Property				
FY 24 Donees Obtaining Property from Federal Surplus Property				
Top 100 Based on Federal Acquisition Cost			Federal	MOSASP
Donee Name	City	County	Acquisition Cost	Service Charge
Marshall Municipal Utilities	Marshall	Saline	17,159.66	2,062.00
Union Star, City of	Union Star	Dekalb	16,104.00	3,000.00
Bates County	Butler	Bates	15,825.23	2,361.50
Hahn Custom Laser Engraving LLC	Columbia	Boone	15,034.42	1,001.00
Arc of the Ozarks	Springfield	Greene	14,924.23	2,033.00
Potosi, City of	Potosi	Washington	14,719.26	1,822.50
Maries County	Vienna	Maries	14,654.84	289.00
Cainsville, City of	Cainsville	Harrison	14,421.34	2,255.00
Eldon R-1 School	Eldon	Miller	14,186.83	704.25
Crocker R-2 School	Crocker	Pulaski	14,015.41	1,944.50
Fields Electrical Supply Inc	Chesterfield	St Louis City	13,907.19	1,322.00
Monett R-1 School	Monett	Barry	13,846.67	1,451.50
Stewarts Snow Removal LLC	Carthage	Jasper	13,479.80	1,644.50
Mountain View, City of	Mountain View	Howell	13,157.57	1,150.00
Webster County	Marshfield	Webster	12,739.45	4,563.00
Missouri National Guard	Jefferson City	Cole	12,503.46	1,545.00
Conservation, Department of	Jefferson City	Cole	12,449.99	1,129.51
Adrian Rural Fire Department	Adrian	Bates	12,417.27	3,022.00
Northwest Fire Protection District	Climax Springs	Camden	12,335.51	1,326.00
Cole Junction Levee District	Jefferson City	Cole	12,172.88	2,200.00
Lebanon, City of	Lebanon	Laclede	12,063.58	2,525.00
Missouri Military Academy	Mexico	Audrain	11,935.72	907.00
Auxvasse, City of	Auxvasse	Callaway	11,663.26	1,600.00
Rolla #31 School	Rolla	Phelps	11,610.04	1,385.25
Alton R-4 School	Alton	Oregon	10,804.96	820.00
Moniteau County	California	Moniteau	10,719.43	697.00
Pettis County Fire Protection District #1	Sedalia	Pettis	10,380.57	2,995.00
Miller County	Tuscumbia	Miller	10,354.53	824.00
Mid County Fire Protection District	Camdenton	Camden	10,347.03	1,524.00

PROGRAM DESCRIPTION				
Department: Office of Administration			HB Section(s): 5.105	
Program Name: Federal Surplus Property				
Program is found in the following core budget(s): Surplus Property				
FY 24 Donees Obtaining Property from Federal Surplus Property Top 100 Based on Federal Acquisition Cost				
Donee Name	City	County	Federal Acquisition Cost	MOSASP Service Charge
Glasgow Special Road District	Glasgow	Howard	10,179.61	699.00
Oak Grove, City of	Oak Grove	Jackson	10,094.71	1,334.00
Marceline, City of	Marceline	Linn	9,873.60	1,000.00
Bowling Green, City of	Bowling Green,	Pike	9,762.45	524.00
Agriculture, Department of	Jefferson City	Cole	9,667.53	1,958.25
Adair County	Kirksville	Adair	9,455.41	1,316.00
2nd Judicial Circuit, Juvenile Division	Kirksville	Adair	9,267.72	1,240.00
Newburg R-2 School	Newburg	Phelps	8,762.79	720.00
Fredericktown R-1 School	Fredericktown	Madison	8,738.58	968.00
Steelville Ambulance District	Steelville	Crawford	8,423.60	156.00
Morrison Special Road District #4	Morrison	Gasconade	8,253.93	1,095.25
Summersville Fire Rescue	Summersville	Texas	8,210.38	503.75
Macks Creek R-5 School	Macks Creek	Camden	8,179.03	3,081.00
Elementary Secondary Education, Department of (DESE)	Jefferson City	Cole	8,177.12	2,110.00

PROGRAM DESCRIPTION

Department: Office of Administration

HB Section(s): 5.110

Program Name: Fixed Price Vehicle and Equipment

Program is found in the following core budget(s): Fixed Price Vehicle and Equipment

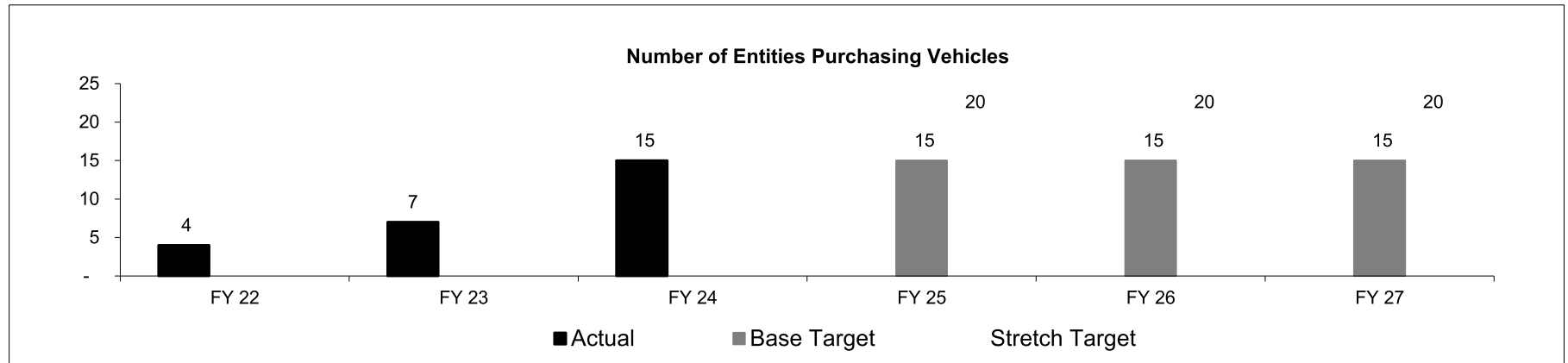
1a. What strategic priority does this program address?

Prioritize the customer experience by offering excellent, low cost services.

1b. What does this program do?

This core request is for funding to acquire low mileage vehicles and construction equipment from the Federal Government to be resold to state agencies and eligible entities. This program enables eligible entities to buy used vehicles instead of new vehicles.

2a. Provide an activity measure(s) for the program.



PROGRAM DESCRIPTION

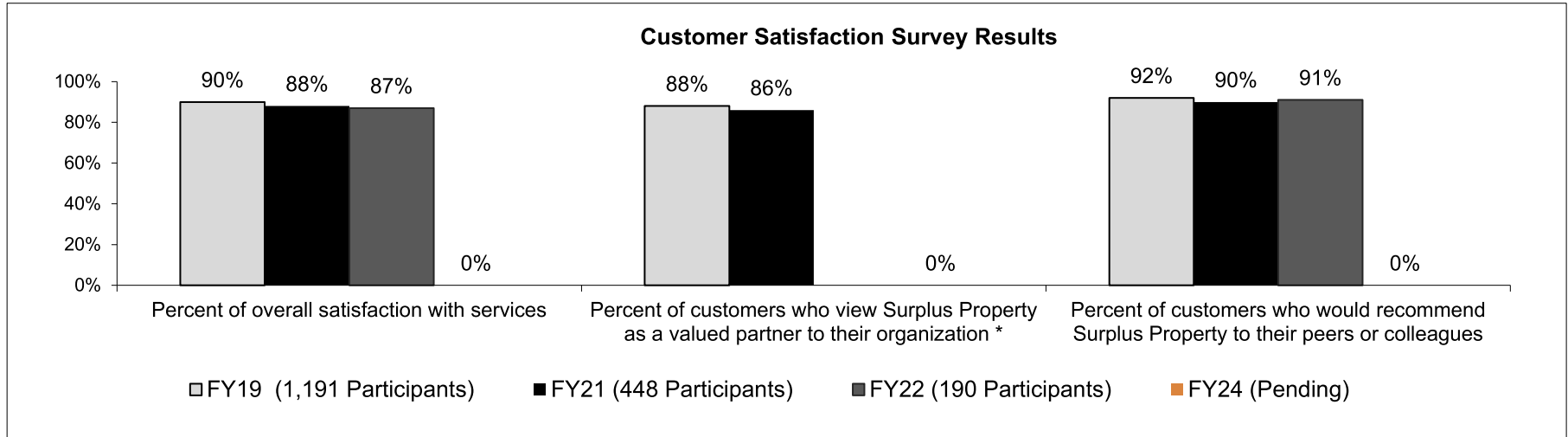
Department: Office of Administration

HB Section(s): 5.110

Program Name: Fixed Price Vehicle and Equipment

Program is found in the following core budget(s): Fixed Price Vehicle and Equipment

2b. Provide a measure(s) of the program's quality.



*Question not asked in FY 22.

PROGRAM DESCRIPTION

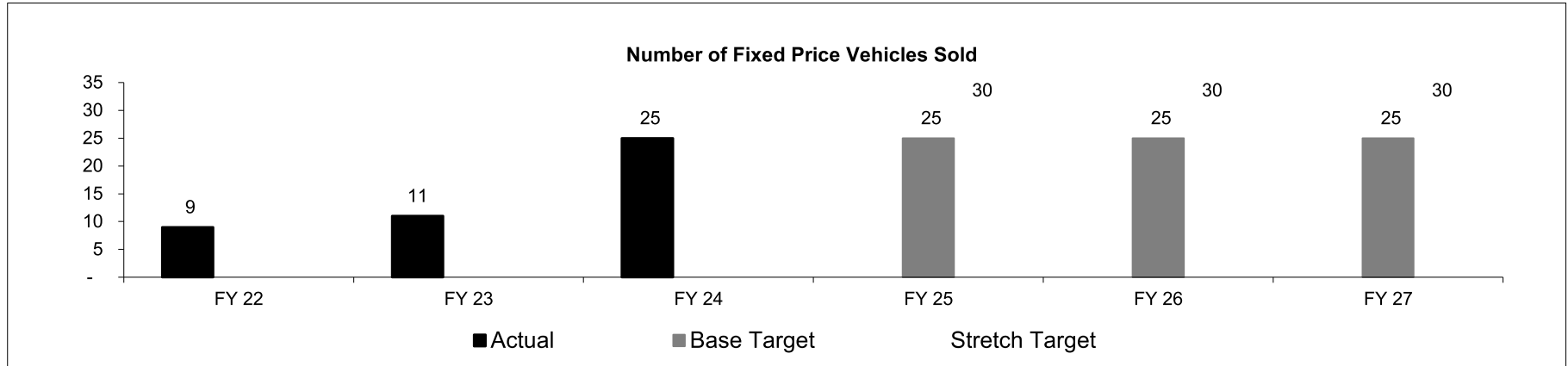
Department: Office of Administration

HB Section(s): 5.110

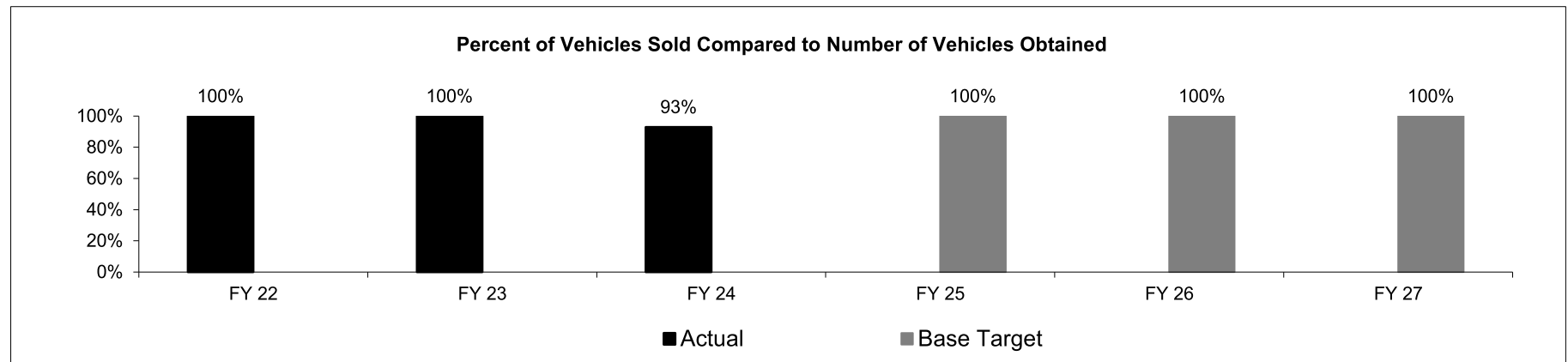
Program Name: Fixed Price Vehicle and Equipment

Program is found in the following core budget(s): Fixed Price Vehicle and Equipment

2c. Provide a measure(s) of the program's impact.



2d. Provide a measure(s) of the program's efficiency.



PROGRAM DESCRIPTION

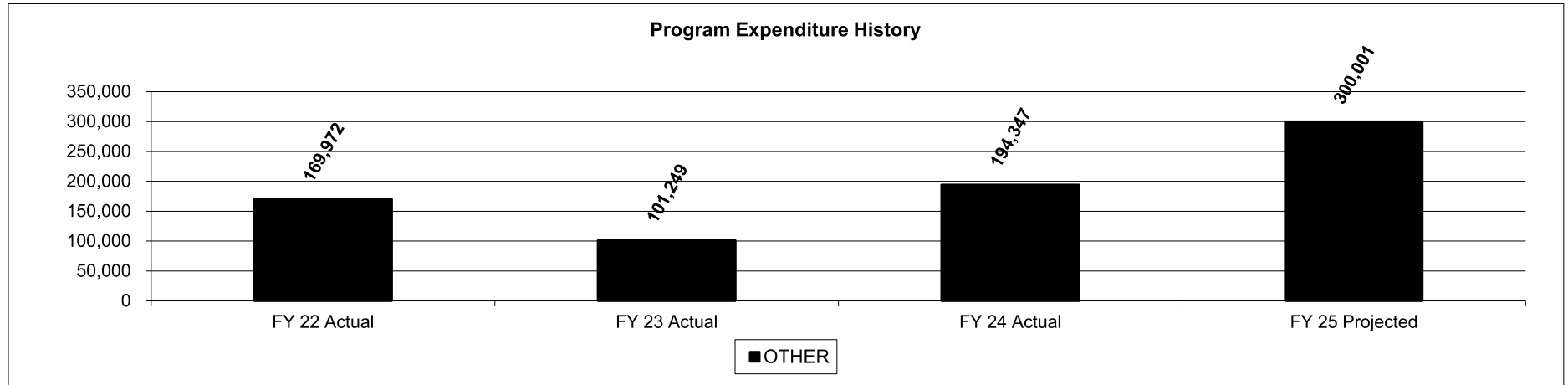
Department: Office of Administration

HB Section(s): 5.110

Program Name: Fixed Price Vehicle and Equipment

Program is found in the following core budget(s): Fixed Price Vehicle and Equipment

3. Provide actual expenditures for the prior three fiscal years and planned expenditures for the current fiscal year. (Note: Amounts do not include fringe benefit costs.)



4. What are the sources of the "Other " funds?

Federal Surplus Property Fund (0407)

5. What is the authorization for this program, i.e., federal or state statute, etc.? (Include the federal program number, if applicable.)

Chapter 37, RSMo

6. Are there federal matching requirements? If yes, please explain.

No

7. Is this a federally mandated program? If yes, please explain.

No

PROGRAM DESCRIPTION

Department: Office of Administration

HB Section(s): 5.120, 5.125

Program Name: State Surplus Property Sales Proceeds/Transfer

Program is found in the following core budget(s): Surplus Property

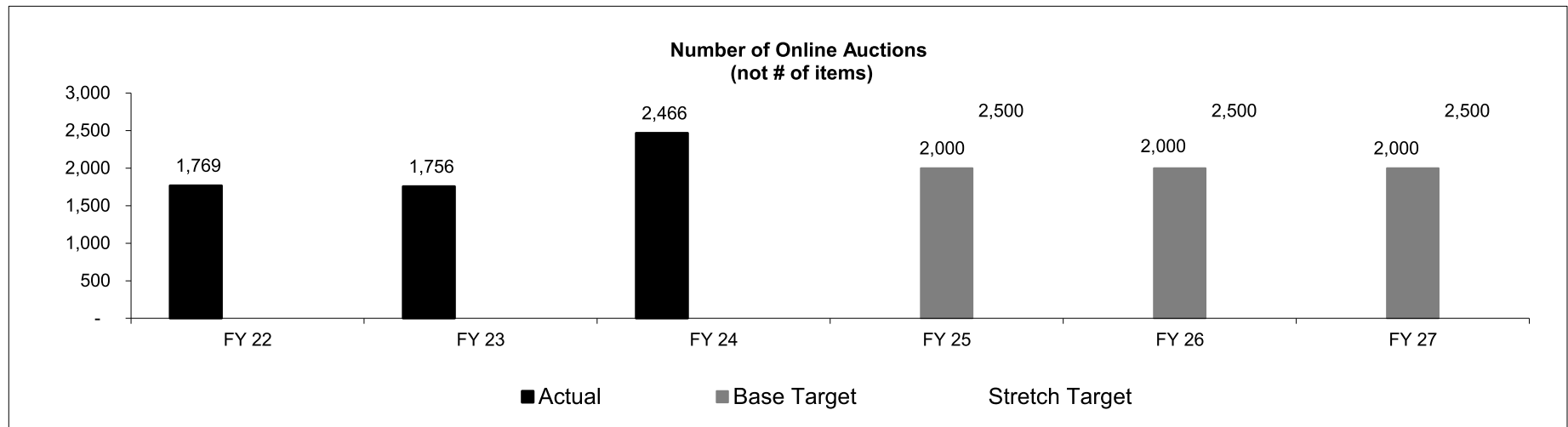
1a. What strategic priority does this program address?

Prioritize the customer experience by offering excellent, low cost services.

1b. What does this program do?

State Surplus Property helps state agencies dispose of excess state property through the use of various disposal methods such as: online public auctions, redistribution to other state agencies or recycling.

2a. Provide an activity measure(s) for the program.



* Decrease in online auctions due to COVID-19 impact.

PROGRAM DESCRIPTION

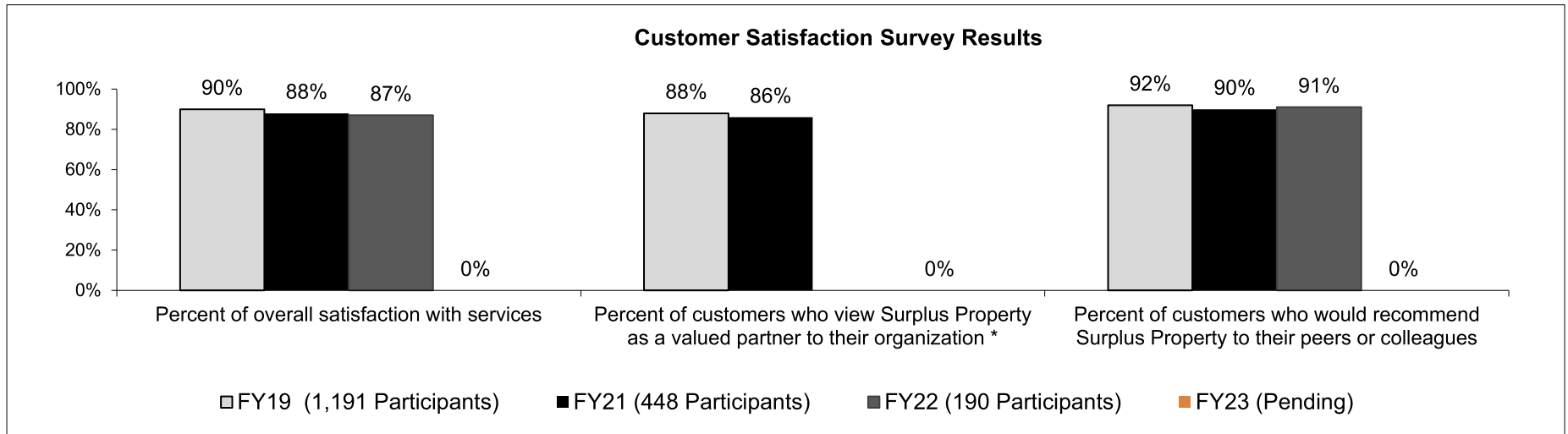
Department: Office of Administration

HB Section(s): 5.120, 5.125

Program Name: State Surplus Property Sales Proceeds/Transfer

Program is found in the following core budget(s): Surplus Property

2b. Provide a measure(s) of the program's quality.



*Question not asked in FY 22.

PROGRAM DESCRIPTION

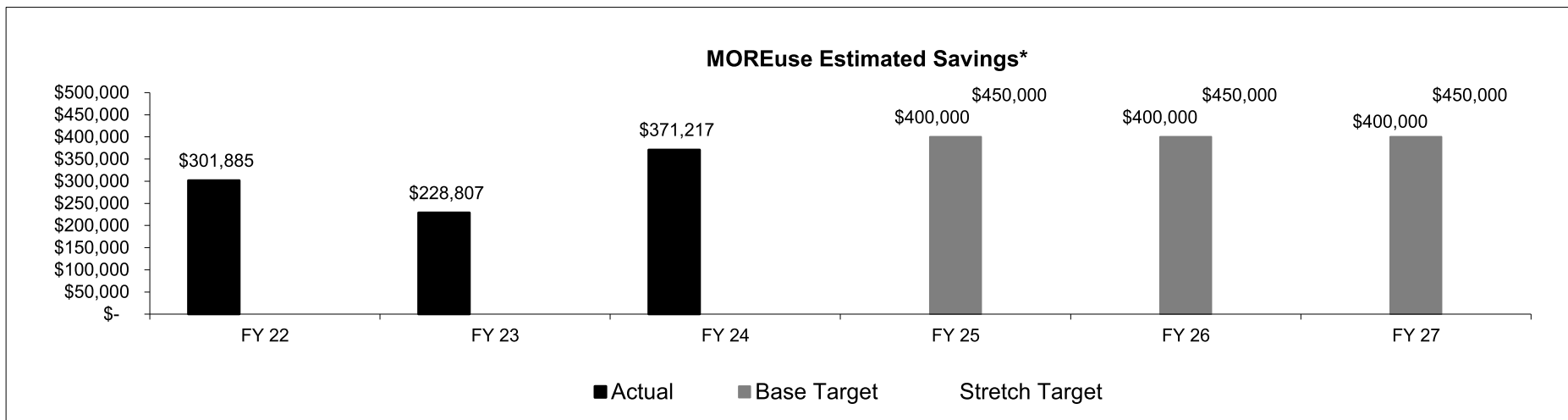
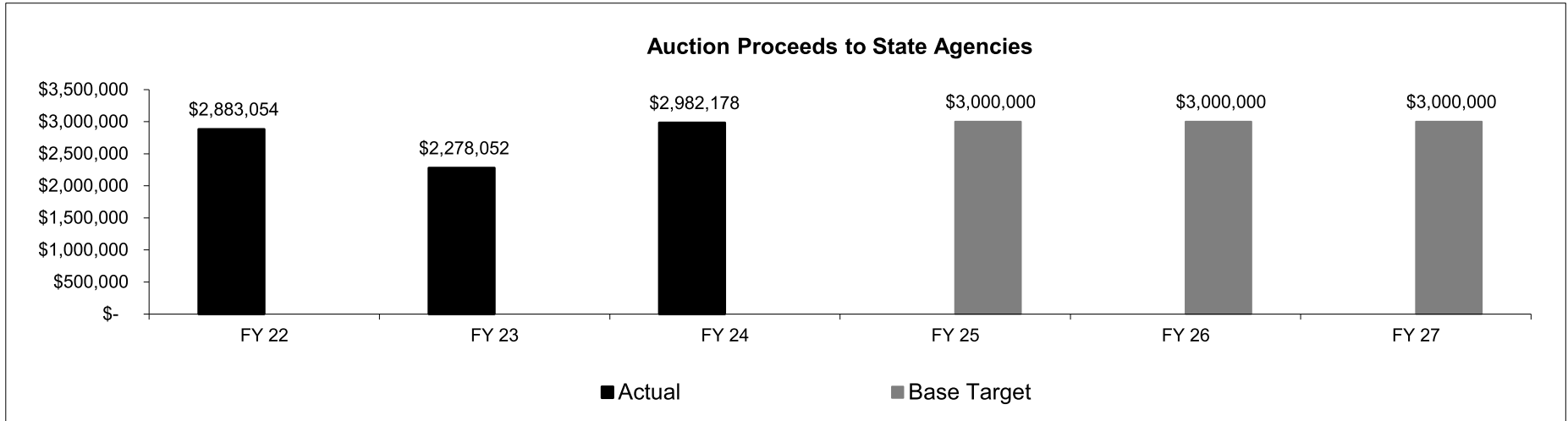
Department: Office of Administration

HB Section(s): 5.120, 5.125

Program Name: State Surplus Property Sales Proceeds/Transfer

Program is found in the following core budget(s): Surplus Property

2c. Provide a measure(s) of the program's impact.



*Redistribution of excess state property between agencies. Savings calculated based on estimates of what new property would have cost.

PROGRAM DESCRIPTION

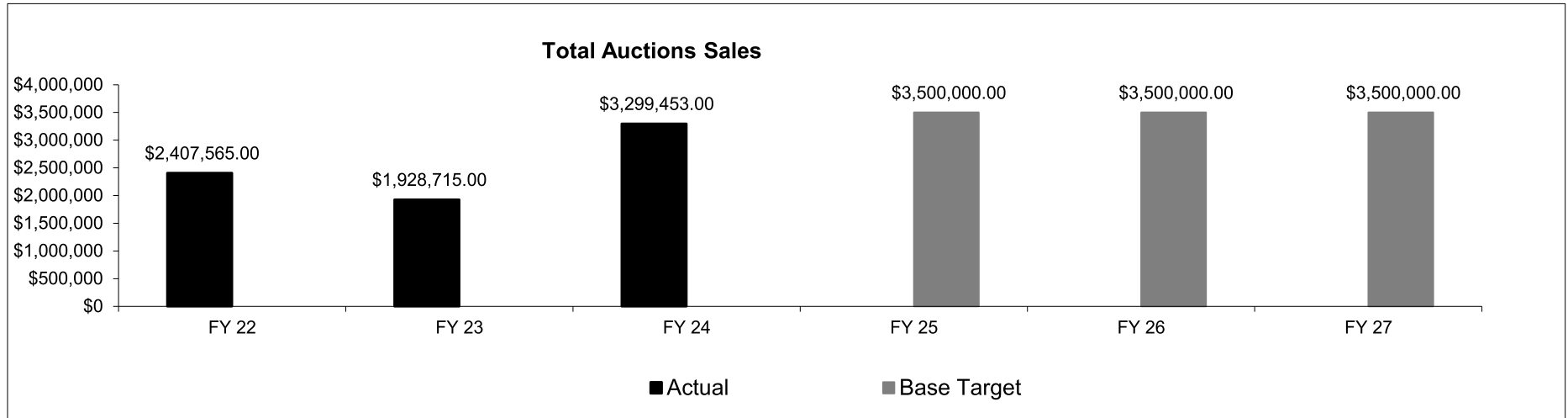
Department: Office of Administration

HB Section(s): 5.120, 5.125

Program Name: State Surplus Property Sales Proceeds/Transfer

Program is found in the following core budget(s): Surplus Property

2d. Provide a measure(s) of the program's efficiency.



PROGRAM DESCRIPTION

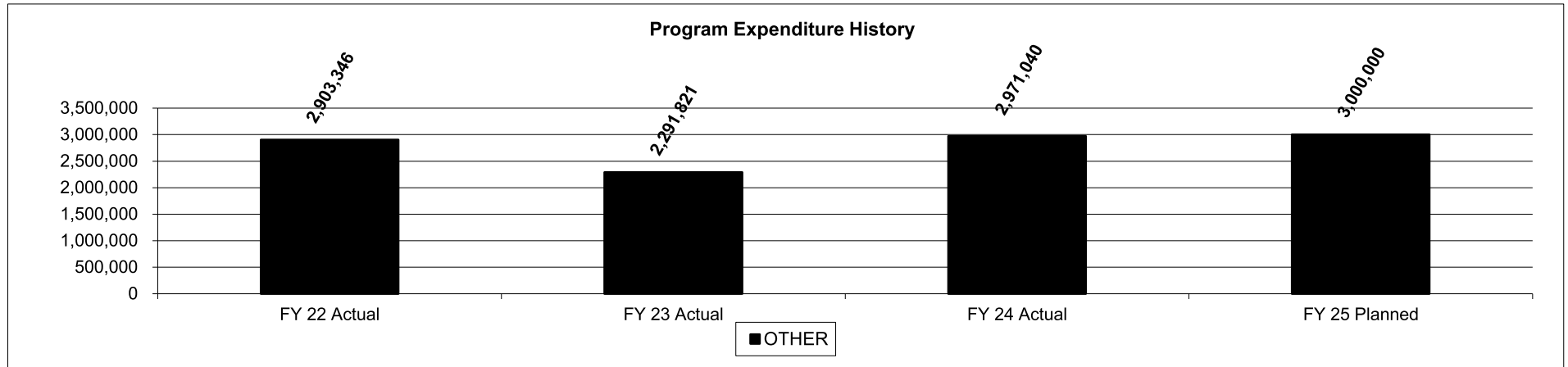
Department: Office of Administration

HB Section(s): 5.120, 5.125

Program Name: State Surplus Property Sales Proceeds/Transfer

Program is found in the following core budget(s): Surplus Property

3. Provide actual expenditures for the prior three fiscal years and planned expenditures for the current fiscal year. (Note: Amounts do not include fringe benefit costs.)



4. What are the sources of the "Other " funds?

Proceeds of Surplus Property Sales Fund (0710)

5. What is the authorization for this program, i.e., federal or state statute, etc.? (Include the federal program number, if applicable.)

Chapter 34, RSMo authorizes Office of Administration to transfer state surplus property. Section 37.090, RSMo, allows for a fund to pay the costs of conducting state surplus property sales and to distribute the monies received in excess of costs to the fund which purchased the items sold. Expenses for state surplus property operations include auction fees, advertising, and travel expenses. In addition, reimbursements are made for personnel, use of office space, and equipment for the state side surplus property and recycling programs.

6. Are there federal matching requirements? If yes, please explain.

No

7. Is this a federally mandated program? If yes, please explain.

No

PROGRAM DESCRIPTION

Department: Office of Administration

HB Section(s): 5.160

Program Name: Administrative Hearing Commission

Program is found in the following core budget(s): Administrative Hearing Commission

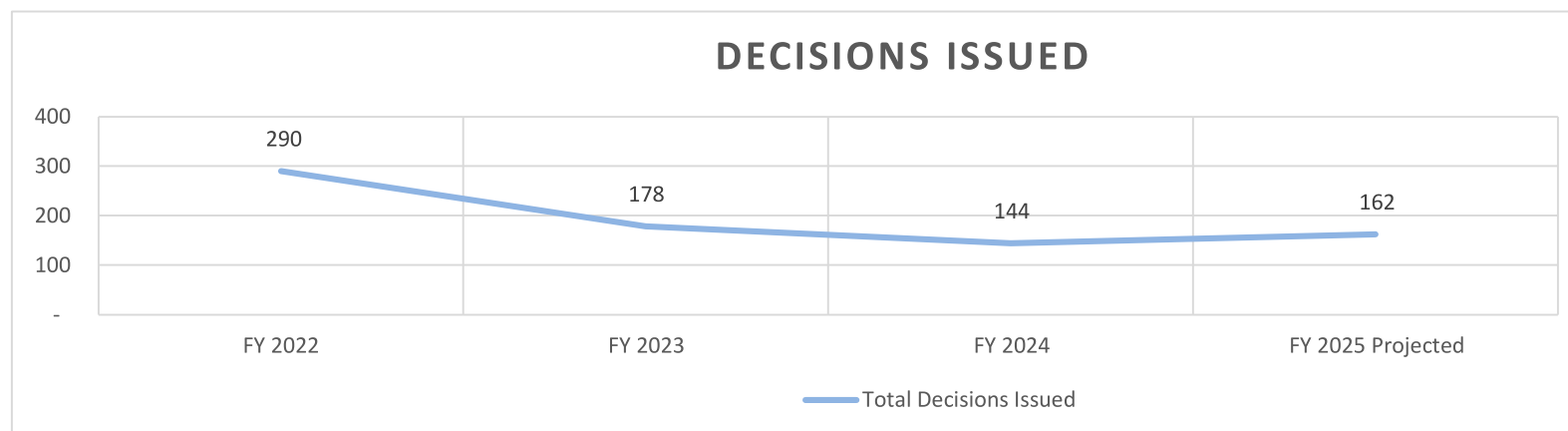
1a. What strategic priority does this program address?

The Administrative Hearing Commission (AHC) serves as a neutral fact-finder and decision maker to resolve disputes between state agencies and businesses or individuals.

1b. What does this program do?

The AHC is a neutral administrative tribunal comprised of Commissioners/administrative law judges, staff attorneys, and support staff. Commissioners rule on pretrial matters, conduct hearings (bench trials) in a court-like setting, and issue decisions in litigation between a state agency or commission and a business or individual. Litigants may appeal AHC decisions to judicial-branch State and Federal courts. The AHC's authority is broad and frequently expanding. The AHC has authority in over a hundred statutorily-based actions, including: disputes over state income, sales, and withholding tax; discipline and denial of professional licenses; medical and recreational marijuana licensing and enforcement; Medicaid funding for service providers; due process complaints about special education services under the federal Individuals with Disabilities Education Act (IDEA); limited appeals of state employee personnel matters; motor vehicle dealer licenses; decisions of certain commissions under the Missouri Department of Natural Resources; appeals of late filing fee assessments by the Missouri Ethics Commission; alcohol licenses; fantasy sports licenses; motor carrier and railroad safety matters; and certain franchisor/franchisee disputes.

2a. Provide an activity measure(s) for the program.



PROGRAM DESCRIPTION

Department: Office of Administration

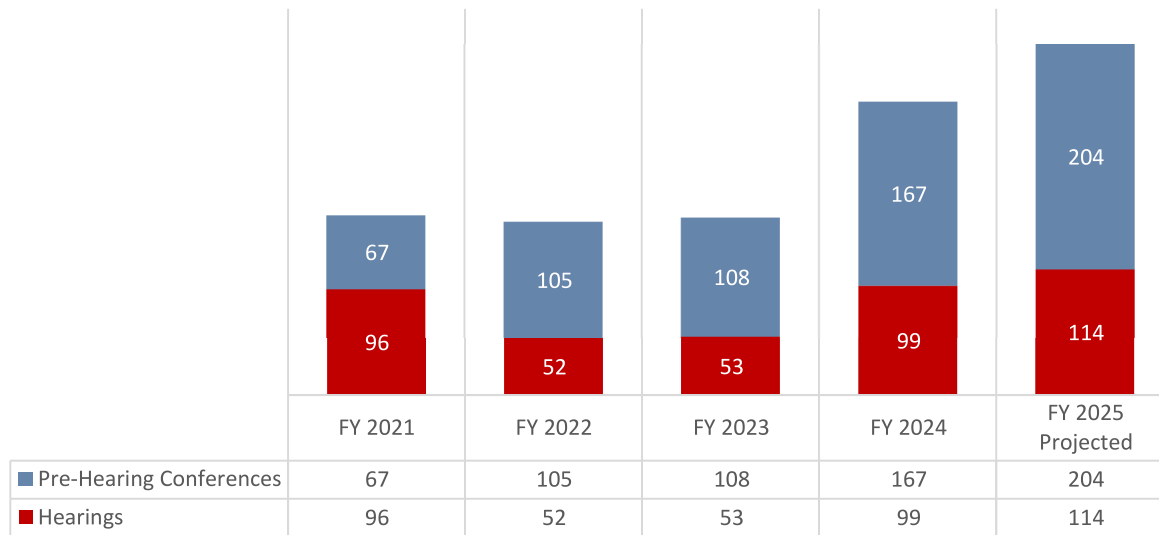
HB Section(s): 5.160

Program Name: Administrative Hearing Commission

Program is found in the following core budget(s): Administrative Hearing Commission

2b. Provide a measure(s) of the program's quality.

TOTAL HEARING ACTIVITY



2c. Provide a measure(s) of the program's impact.

Given the AHC's role in resolving specific disputes, it can be difficult to measure the program's impact on its customers. The AHC has updated its website based on feedback from customers and utilizes customer service surveys to help gauge customer satisfaction.

PROGRAM DESCRIPTION

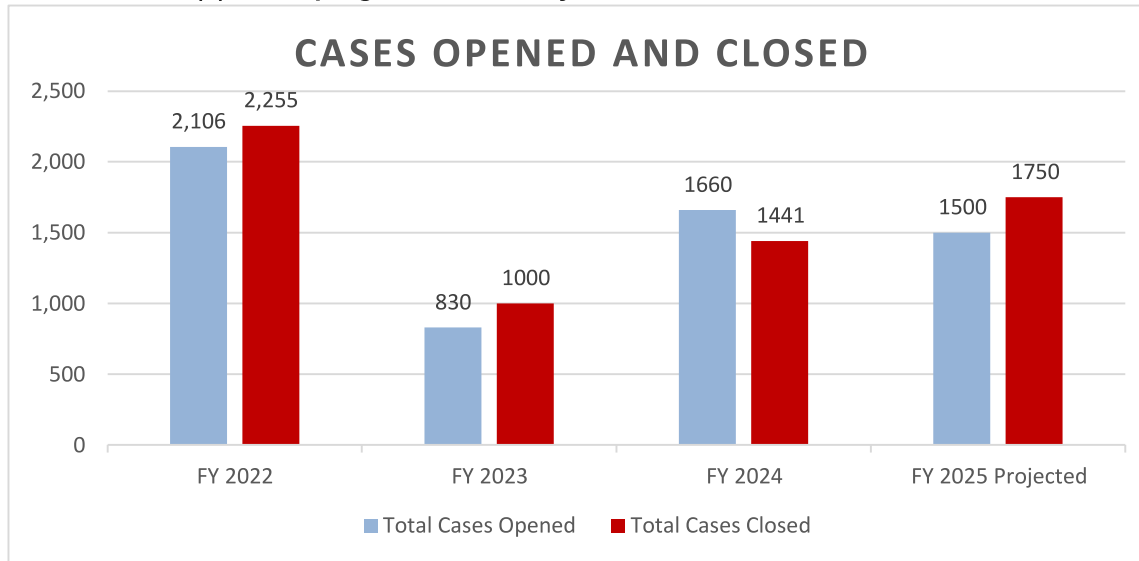
Department: Office of Administration

HB Section(s): 5.160

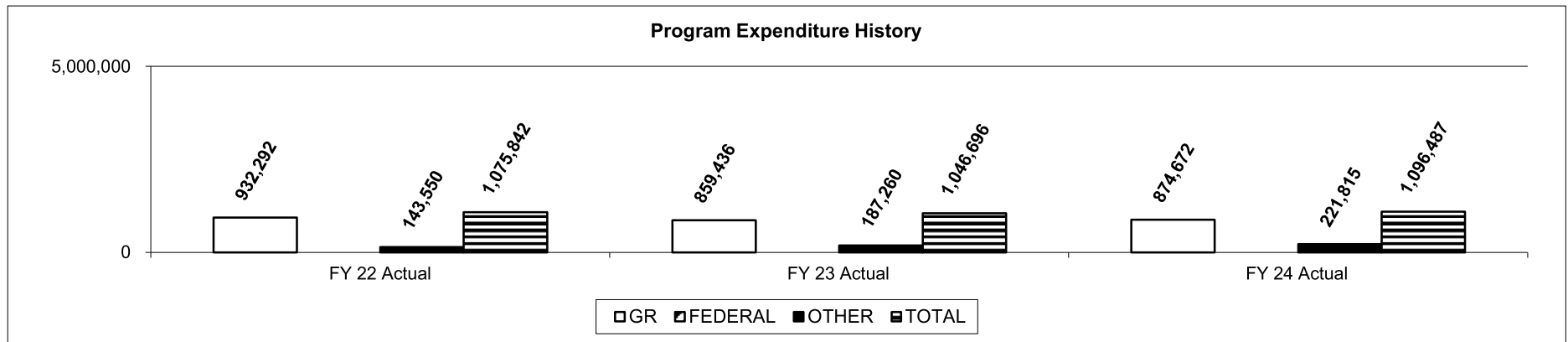
Program Name: Administrative Hearing Commission

Program is found in the following core budget(s): Administrative Hearing Commission

2d. Provide a measure(s) of the program's efficiency.



3. Provide actual expenditures for the prior three fiscal years and planned expenditures for the current fiscal year. *(Note: Amounts do not include fringe benefit costs.)*



PROGRAM DESCRIPTION

Department: Office of Administration

HB Section(s): 5.160

Program Name: Administrative Hearing Commission

Program is found in the following core budget(s): Administrative Hearing Commission

4. What are the sources of the "Other " funds?

Educational Due Process Hearing Fund (0818) and Vet Health and Care Fund (0606)

5. What is the authorization for this program, i.e., federal or state statute, etc.? (Include the federal program number, if applicable.)

The AHC was created by Chapter 621 of the Revised Missouri Statutes. The specific grants of authority to the AHC are located in various Missouri statutes.

6. Are there federal matching requirements? If yes, please explain.

No

7. Is this a federally mandated program? If yes, please explain.

No

PROGRAM DESCRIPTION	
Department Office of Administration	HB Section(s):
Program Name Office of Child Advocate	
Program is found in the following core budget(s):	
<p>1a. What strategic priority does this program address?</p> <p>Improve child welfare outcomes.</p> <p>1b. What does this program do?</p> <p>The Office of Child Advocate provides families and citizens an avenue through which they can obtain an independent and impartial review of the decisions and/or actions made by the Department of Social Services, Children's Division.</p> <p>The Office of Child Advocate offers eight primary functions to concerned citizens:</p> <ul style="list-style-type: none">• Foster care case management review• Unsubstantiated hotline investigation review• Mediation between parents and schools regarding abuse allegations• Review child fatalities when there is a history of child abuse and neglect concerns or involvement with the Children's Division• Intervene on behalf of a child during judicial proceedings• Review policy and procedures of Children's Division, the Juvenile Office, and guardian ad litem within a county• Increase knowledge of professionals and the general public regarding child welfare• Provide information and referrals for families needing resources	

PROGRAM DESCRIPTION

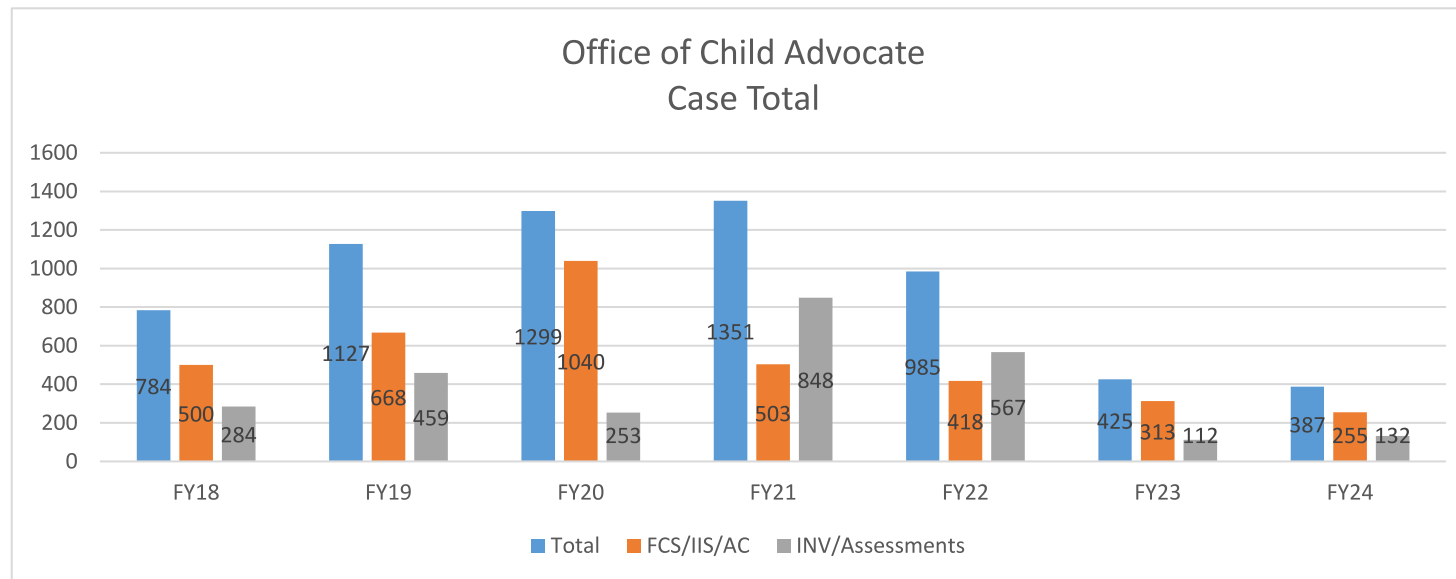
Department Office of Administration

HB Section(s):

Program Name Office of Child Advocate

Program is found in the following core budget(s):

2a. Provide an activity measure(s) for the program.



**

PROGRAM DESCRIPTION

Department Office of Administration

HB Section(s):

Program Name Office of Child Advocate

Program is found in the following core budget(s):

2b. Provide a measure(s) of the program's quality.

Callers to OCA often believe that they are the customer. However, the children of the cases we review are our customers and the children's best interest may run counter to our caller's interest. We are unable to determine the children's satisfaction.

2c. Provide a measure(s) of the program's impact.

OCA increases the knowledge of the professionals and the general public regarding child welfare in three primary ways:

1. OCA has served on the following Task Forces and Work Groups to improve child welfare practice and raise awareness:

- Task Force on Human Trafficking
- Governor's Task Force on the Prevention of Sexual Abuse of Children
- Child Fatality Review Program, state panel
- Missouri State Foster Care and Adoption Board
- Missouri State Juvenile Justice Advisory Board
- Missouri Alliance for Children and Families Specialized Case Management Advisory Board
- Child Support Guidelines Review Subcommittee of the Family Court Committee

2. Activities to increase the knowledge of professionals

- * Traveled to Judicial Circuits speaking to workers, supervisors and circuit managers
- * Participated in and lead webinars regarding best practices and OCA Reviews

3. Activities to increase the knowledge of families and citizens:

- * Event displays at state conferences
- OCA website
- Speaking engagements to various groups and organizations
- Report distribution

PROGRAM DESCRIPTION

Department Office of Administration

HB Section(s):

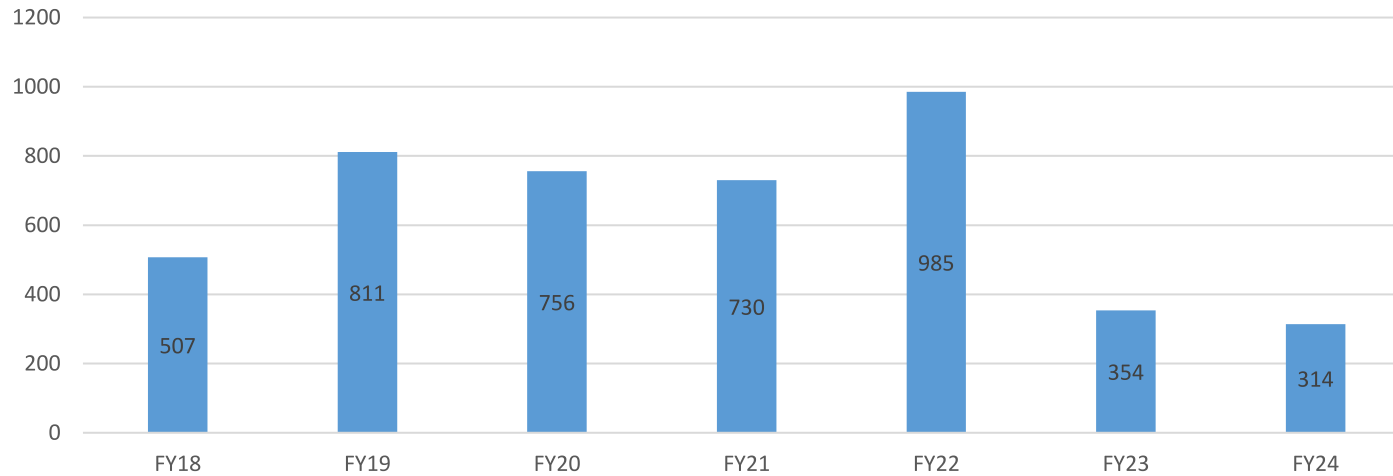
Program Name Office of Child Advocate

Program is found in the following core budget(s):

2d. Provide a measure(s) of the program's efficiency.

1. Percent of complainants contacted within three business days after complaint received. Case files will be initially reviewed and complainants will be notified of a determination if a full review will be opened.

Number of Complaints



PROGRAM DESCRIPTION

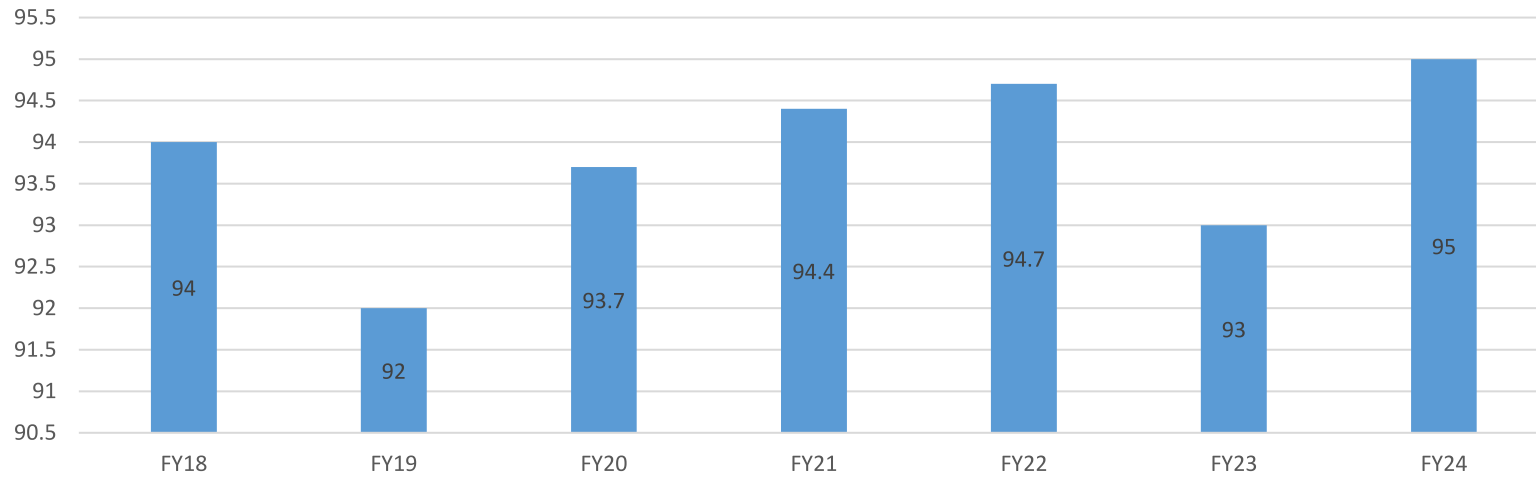
Department Office of Administration

HB Section(s):

Program Name Office of Child Advocate

Program is found in the following core budget(s):

Percentage Contacted Within 3 Days



PROGRAM DESCRIPTION

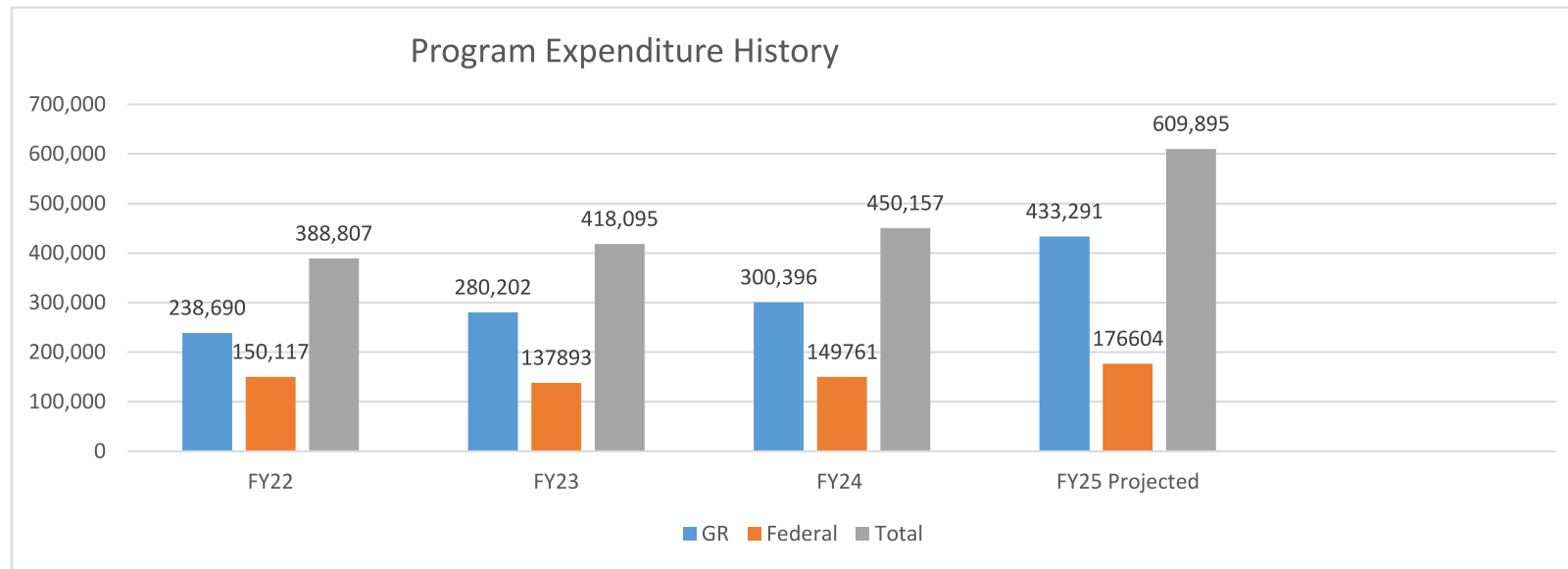
Department Office of Administration

HB Section(s):

Program Name Office of Child Advocate

Program is found in the following core budget(s):

3. Provide actual expenditures for the prior three fiscal years and planned expenditures for the current fiscal year. (Note: Amounts do not include fringe benefit costs.)



4. What are the sources of the “Other” funds?

N/A

5. What is the authorization for this program, i.e., federal or state statute, etc.? (Include the federal program number, if applicable.)

Section 37.700-37.730, 160.262, and 210.145 RSMO

6. Are there federal matching requirements? If yes, please explain.

No

7. Is this a federally mandated program? If yes, please explain.

No

PROGRAM DESCRIPTION

Department: Office of Administration

HB Section(s): 5.170

Program Name: Children's Trust Fund

Program is found in the following core budget(s): CTF Operating & CTF Program Core

1a. What strategic priority does this program address?

Reduce child abuse and neglect in Missouri.

1b. What does this program do?

Per 210.172 RSMo, Children's Trust Fund's charge is to "enter into contracts with public or private agencies, schools, or qualified individuals to establish community-based educational and service prevention programs with or without using the procurement procedures of the office of administration. Such prevention programs shall focus on the prevention of child abuse and neglect."

2a. Provide an activity measure(s) for the program.

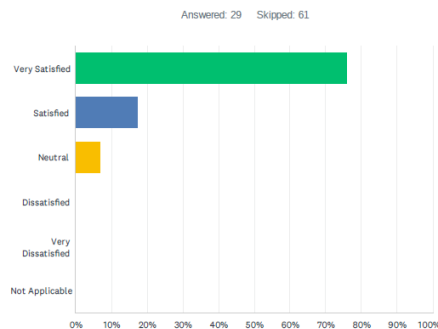
In state fiscal year 2024, Children's Trust Fund released \$6,097,792 for child abuse prevention services and \$7,375,283 for improvements to facilities and infrastructure benefiting child abuse prevention and alleviation agencies, totaling \$13,473,075 in program-related expenditures. Children's Trust Fund contractors reported the following outputs in their state fiscal year 2024 annual reports:

- 12,725 Adults Served
- 22,831 Children Served
- 3,760 Families Served
- 3,076 Professionals Trained

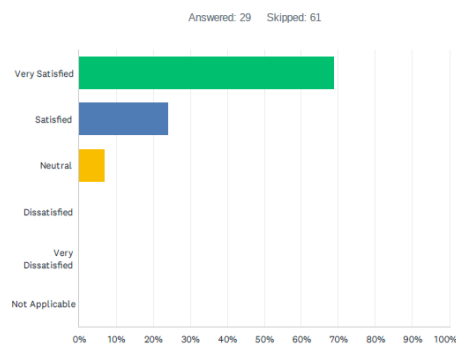
2b. Provide a measure(s) of the program's quality.

The following quality measures are from an August 2024 survey of Children's Trust Fund grantees and stakeholders (92 respondents):

Q2 How would you rate your satisfaction with the professionalism of the CTF staff?



Q3 How would you rate your satisfaction with the responsiveness of CTF staff to your needs (timeliness, quality)?



PROGRAM DESCRIPTION

Department: Office of Administration

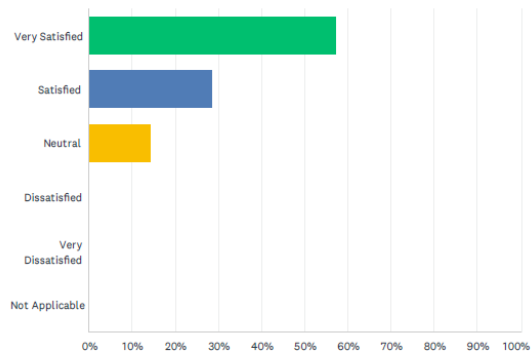
HB Section(s): 5.170

Program Name: Children's Trust Fund

Program is found in the following core budget(s): CTF Operating & CTF Program Core

Q4 How would you rate your satisfaction with the overall funding process from notification of the funding opportunity to notification of award(s)?

Answered: 28 Skipped: 62



2c. Provide a measure(s) of the program's impact.

Child abuse prevention is difficult to measure because one cannot say with certainty whether instances of abuse did/did not occur due to the absence/presence of prevention activities. We, therefore, tend to look at program process measures and more immediate family outcomes that are tied to population-level changes in rates/counts of abuse as indicators of program success. The following table shows the most recent data on statewide rates of substantiated abuse reports made to the Department of Social Services. Changes in rates may be due to a variety of factors including the presence of a child abuse prevention program, report investigation practices, etc.

PROGRAM DESCRIPTION

Department: Office of Administration

HB Section(s): 5.170

Program Name: Children's Trust Fund

Program is found in the following core budget(s): CTF Operating & CTF Program Core

**Table 8. CA/N Incidents with Substantiated or Assessment Findings
FY 2019 - FY 2023**

Fiscal Year	Substantiated*	Percent Change	Assessment	Percent Change
FY 2019	3,819		40,775	
FY 2020	3,466	-9.2%	34,890	-14.4%
FY 2021	3,473	0.2%	32,993	-5.4%
FY 2022	3,111	-10.4%	35,325	7.1%
FY 2023	3,041	-2.3%	34,801	-1.5%

** Changes may be noted from previous annual reports due to record updates.*

EARLY CHILDHOOD HOME VISITING

Children's Trust Fund supports a variety of early childhood home visiting programs through direct service grants and an outcomes-based incentive program called an Outcomes Rate Card ("ORC"). In FY24, only 2% of families participating in CTF-funded home visiting had a non-fatal, injury-related, child visit to an emergency room, post-enrollment. FY24 child abuse and neglect outcomes for families participating in CTF-funded home visiting are not yet available. Additionally, the following outcomes were achieved by Children's Trust Fund ORC participants in FY24 (prenatal enrollment is emphasized in the ORC because it improves birthing outcomes that are tied to other program outcomes, such as child abuse prevention, which are being assessed through a multi-year evaluation project):

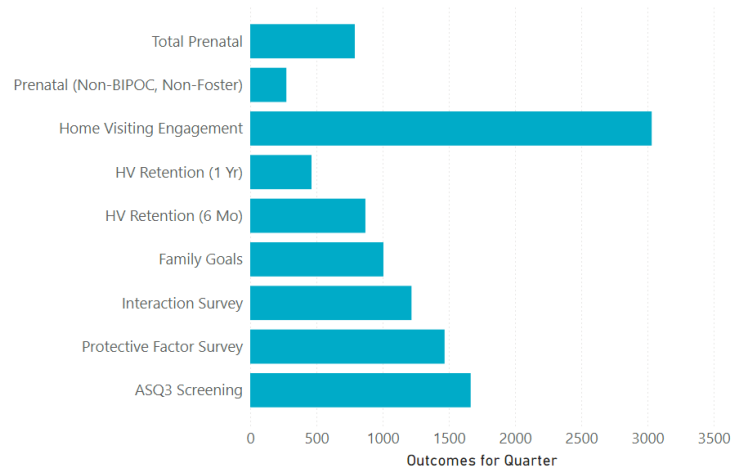
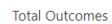
PROGRAM DESCRIPTION

Department: Office of Administration

HB Section(s): 5.170

Program Name: Children's Trust Fund

Program is found in the following core budget(s): CTF Operating & CTF Program Core



Metric Definitions			
Metric Category	Metric	Payment Rate	Definition
Prenatal Enrollment	Prenatal enrollment	\$315	Enrollment of mothers in home visit that is a 327 weeks gestation at enrollment and are first 12 enrolled in Medicaid, or eligible for Medicaid, or not have a prenatal income that is 250% or below 150% HPL at the time of enrollment
	Prenatal enrollment of BIPOC populations	\$360	Enrollment of Black, Indigenous, and people of color (BIPOC) mothers in home visit that is a 327 weeks gestation at enrollment and are either 12 weeks or 13 weeks gestation at enrollment, or 10 have a household income that is 250% or below 150% HPL
	Prenatal enrollment of youth who have experienced foster care	\$470 <small>(\$160 the BIPOC Foster Care Monthly)</small>	Enrollment of youth mothers in home visit that is a 327 weeks gestation at enrollment and are less than 18 years old at the age of 12 years, 2 years after birth to the mother currently in foster care, or enrollment of the mother of a child with an active or previous legal status 1, legal status 2, or legal status 3, or 10 have a household income that is 250% or below 150% HPL
Home Visiting Participation	Home visiting engagement	\$30	Home visits that have been completed on the first day of the home visiting period and have completed at least 2 home visiting appointments during the reporting period
	Home visiting retention (6 months)	\$50	Home visits that have been completed on the first 365 days during the reporting period
	Home visiting retention (1 year)	\$100	Home visits that have been completed on the first 730 days during the reporting period
Child & Family Well-Being	Attainment of family well-being goals	\$25	Every BIPOC who have achieved at least one self-developed SMART goal during the reporting period
	Completion of parent-child interaction survey	\$35	Parent BIPOC who have completed a observation of parent-child interaction or the home visiting during the reporting period using a validated tool used to observe the child's social skills and the parent's social skills
	Completion of protective factor survey	\$25	Parent BIPOC during the performance period and who have completed the Protective Factors Survey following the home visiting intake during the reporting period
School Readiness	Completed developmental screening (ASQ3)	\$25	All active children and youth who have completed developmental screening, follow up screening, or follow up screening during the reporting period using the ASQ3 survey

PROGRAM DESCRIPTION

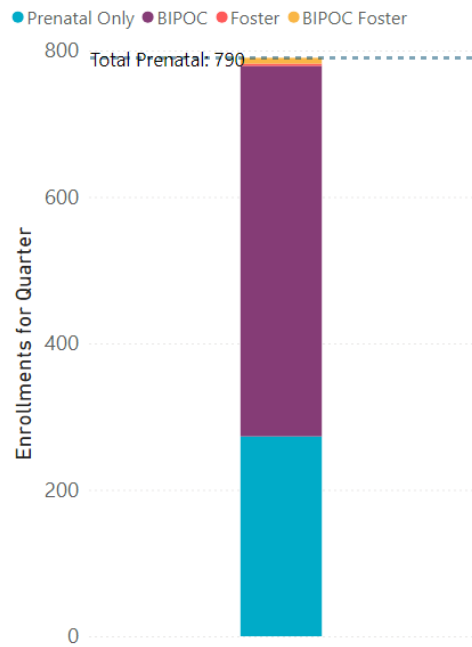
Department: Office of Administration

HB Section(s): 5.170

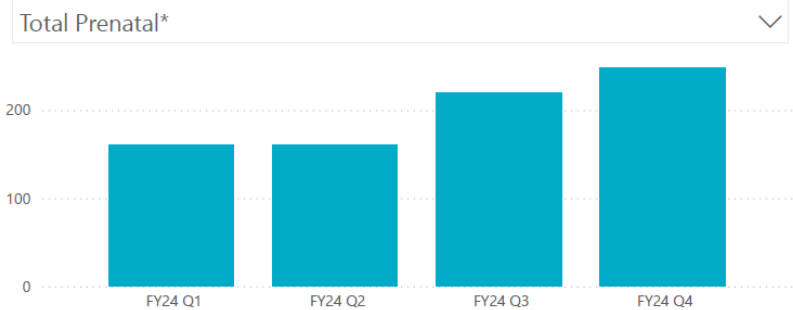
Program Name: Children's Trust Fund

Program is found in the following core budget(s): CTF Operating & CTF Program Core

Total Prenatal Enrollments



Outcomes by Quarter



PROGRAM DESCRIPTION

Department: Office of Administration

HB Section(s): 5.170

Program Name: Children's Trust Fund

Program is found in the following core budget(s): CTF Operating & CTF Program Core

CHILD SEXUAL ABUSE PREVENTION

Children's Trust Fund supports 8 community-based child sexual abuse prevention projects and 1 statewide project. The following, preliminary results of a third-party evaluation are largely based on the activities to date of our child sexual abuse prevention cohort established in state fiscal year 2021:

Stewards of Children Training for Adults

Key Knowledge and Attitude Findings

- Knowledge quickly improved among SoC participants
- Attitudes toward CSAP quickly improved among SoC participants
- Improvements sustained six months post
- Improvements are statistically and practically significant

Key Behavior Change Findings

- Organizational and individual prevention behaviors increased over time with some statistically significant changes

3 of 7 organizational behaviors

14 of 16 individual behaviors

Child and Teen Safety Matters Training for Children

Key Knowledge and Attitude Findings

- Knowledge improvements among TSM participants were statistically significant but so small, they are not practically meaningful.
- Attitudes improvements among TSM participants were not statistically significant.

PROGRAM DESCRIPTION

Department: Office of Administration

HB Section(s): 5.170

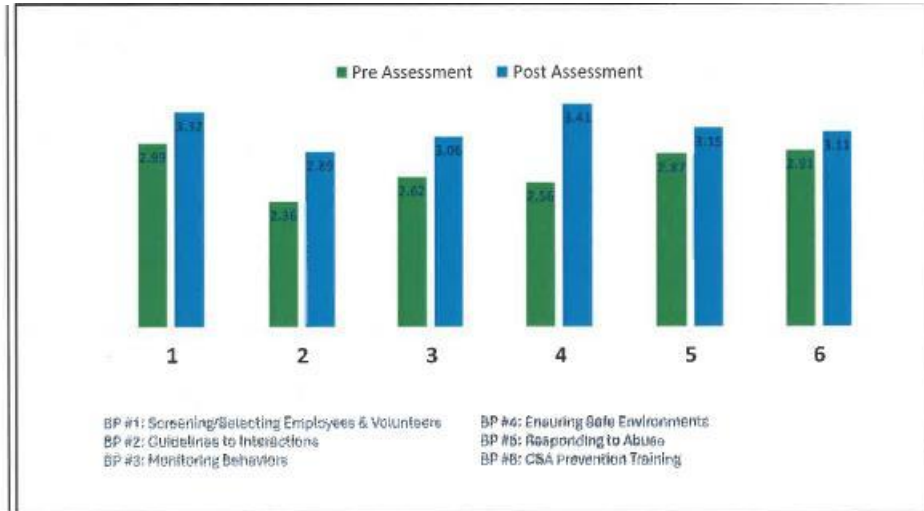
Program Name: Children's Trust Fund

Program is found in the following core budget(s): CTF Operating & CTF Program Core

Awareness to Action Program for Youth-Serving Organizations

Best Practice Findings

- Means improved across all 6 best practices
- Organizations are increasing their use of best practices as demonstrated by increased proportions of organizations moving from lower quartiles to higher quartiles.

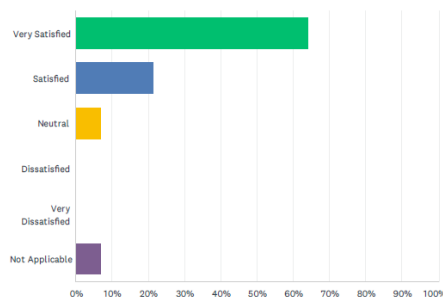


2d. Provide a measure(s) of the program's efficiency.

The following efficiency measures are from an August 2024 survey of Children's Trust Fund grantees and stakeholders (92 respondents):

Q5 Please rate your satisfaction with the overall invoicing process and timeliness of grant reimbursements.

Answered: 28 Skipped: 62



Q6 Overall, how easy it is to do business with the Children's Trust Fund?



PROGRAM DESCRIPTION

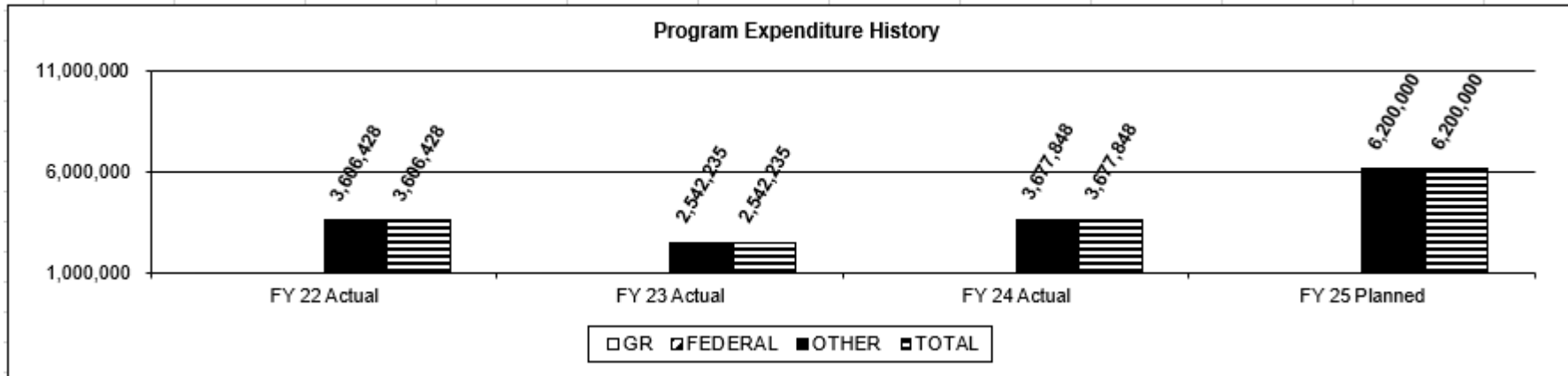
Department: Office of Administration

HB Section(s): 5.170

Program Name: Children's Trust Fund

Program is found in the following core budget(s): CTF Operating & CTF Program Core

3. Provide actual expenditures for the prior three fiscal years and planned expenditures for the current fiscal year. (Note: Amounts do not include fringe benefit costs.)



4. What are the sources of the "Other" funds?

Donations, federal grant, license plate fees, vital record fees, marriage license fees and income tax check-off. Sections 210.173, 143.100, 193.265, 451.151 and 301.463 RSMo

5. What is the authorization for this program, i.e., federal or state statute, etc.? (Include the federal program number, if applicable.)

Section 210.170-210.173, RSMo

6. Are there federal matching requirements? If yes, please explain.

NO

7. Is this a federally mandated program? If yes, please explain.

NO

PROGRAM DESCRIPTION

Department: Office of Administration

HB Section(s): 5.175

Program Name: Governor's Council on Disability

Program is found in the following core budget(s): Governor's Council on Disability

1a. What strategic priority does this program address?

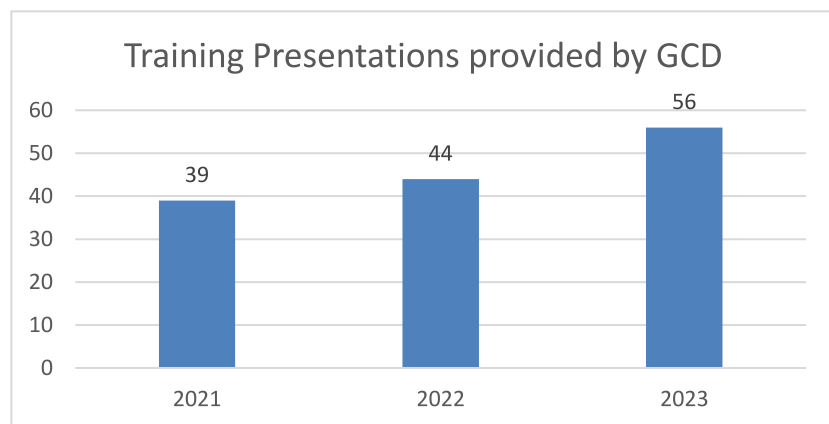
Promoting community living and inclusion

1b. What does this program do?

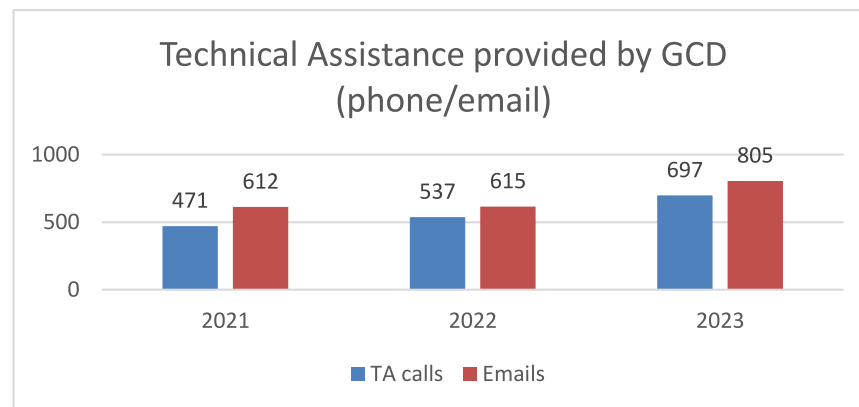
The Governor's Council on Disability (GCD) provides leadership, education and training to individuals with disabilities, state government, and other entities through: technical assistance, information and referrals; presentations and education; staff participation in various work groups, boards and committees, employment initiatives; providing recommendations to state/local government and public entities on policies/practices which promote employment and inclusion in community life; major programs include: Youth Leadership Forum, Legislative Education Project, and Annual Awards for Inclusion and Youth Leadership.

2a. Provide an activity measure(s) for the program.

Disability related educational training presentations provided.



Individuals assisted through technical assistance calls/emails about disability related topics.



2b. Provide a measure(s) of the program's quality.

Positive feedback/evaluations received on training presentations and online educational videos.

Positive program evaluations for Missouri Youth Leadership Forum, Legislative Education Project, and other GCD programs.

The Governor's Council on Disability strives for 100% positive feedback on all program activities. All feedback for improvement is considered and evaluated to enhance the agency's program delivery.

PROGRAM DESCRIPTION

Department: Office of Administration

HB Section(s): 5.175

Program Name: Governor's Council on Disability

Program is found in the following core budget(s): Governor's Council on Disability

2c. Provide a measure(s) of the program's impact.

Individuals with disabilities, organizations, government agencies and the public receive information and guidance about disability-related issues and how to access disability services and benefits.

Increased compliance with Americans with Disabilities Act (ADA) regulations and requirements. (Technical Assistance)

Increased disability awareness, accessibility for and inclusion of individuals with disabilities. (Educational Training Presentations, Awards Programs, Poster Contest)

Increased knowledge about legislative process in Missouri and legislation affecting people with disabilities. (Legislative Programs)

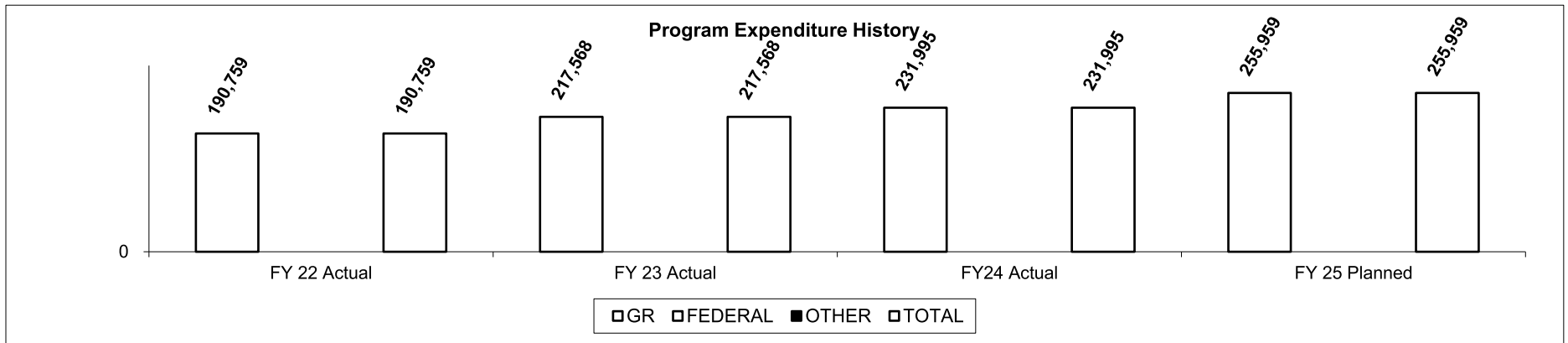
As a result of the Missouri Youth Leadership Forum for transition aged youth, many program alumni engage in ongoing leadership opportunities and choose to pursue higher education or competitive employment after high school graduation to become contributing members of their communities. (Youth Transition Programs)

2d. Provide a measure(s) of the program's efficiency.

All phone calls and emails requesting technical assistance/information regarding disability-related topics and questions are answered within 1-2 business days.

GCD staff has been able to accommodate all of the requests for training presentations within the desired timeframes.

3. Provide actual expenditures for the prior three fiscal years and planned expenditures for the current fiscal year. *(Note: Amounts do not include fringe benefit costs.)*



PROGRAM DESCRIPTION

Department: Office of Administration

HB Section(s): 5.175

Program Name: Governor's Council on Disability

Program is found in the following core budget(s): Governor's Council on Disability

4. What are the sources of the "Other " funds?

N/A

5. What is the authorization for this program, i.e., federal or state statute, etc.? (Include the federal program number, if applicable.)

Sections 37.735 - 37.745 RSMo

6. Are there federal matching requirements? If yes, please explain.

No

7. Is this a federally mandated program? If yes, please explain.

In 1947, President Truman issued an Executive Order establishing the President's Committee on the Employment of the Handicapped, and in 1949, the State of Missouri established its Governor's Committee, which became a state agency in 1977. In 1994, the agency was renamed to Governor's Council on Disability and its mission broadened, to serve as a state government advisory council to promote full participation of people with disabilities in all aspects of community life.

PROGRAM DESCRIPTION

Department: Office of Administration

HB Section(s): 5.180

Program Name: Missouri Public Entity Risk Management Fund (MOPERM)

Program is found in the following core budget(s):

1a. What strategic priority does this program address?

Since 1987, MOPERM provides liability and property coverage for its member public entities. Because laws, legal immunities and defenses affect public entities differently than individuals and nongovernment entities, coverage for liabilities specific to public entities is often not available in the private insurance market, either at all or at competitive rates.

MOPERM provides an important budgetary function for its member public entities by moderating their annual budgets to provide a means to cover expenditure "spikes" caused by occasional claims while not having to accumulate reserved funds to pay such claims.

1b. What does this program do?

MOPERM underwrites liability and property risks, invoices participating public entities for coverage, and pays claims accruing from and against MOPERM member public entities.

2a. Provide an activity measure(s) for the program.

MOPERM provides coverage for over 1,050 local government entities, including counties, cities, school districts, and other public entities. MOPERM received 1,121 claims during calendar year 2023, and adjusted and closed 1072 claims during the same calendar year.

2b. Provide a measure(s) of the program's quality.

MOPERM members stay with MOPERM year after year, at nearly a 99% rate. Of the public entities requesting quotes for coverage from MOPERM, over half accept that quote and coverage from MOPERM.

PROGRAM DESCRIPTION

Department: Office of Administration

HB Section(s): 5.180

Program Name: Missouri Public Entity Risk Management Fund (MOPERM)

Program is found in the following core budget(s):

2c. Provide a measure(s) of the program's impact.

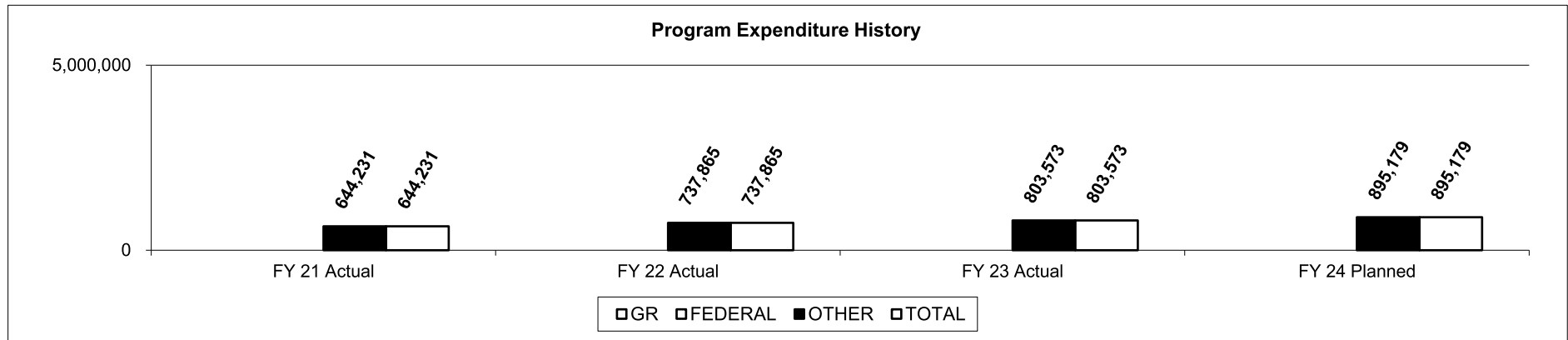
MOPERM provides coverage for 54 Missouri counties, 271 Missouri municipalities, 18 Missouri school districts, and 708 other Missouri public entities (as of August 2024).

2d. Provide a measure(s) of the program's efficiency.

MOPERM is one of the largest public risk pools in the United States, but has one of the lowest staff to member ratios of any public entity risk pools.

3. Provide actual expenditures for the prior three fiscal years and planned expenditures for the current fiscal year. (Note: Amounts do not include fringe benefit costs.)

Program Expenditure History



PROGRAM DESCRIPTION

Department: Office of Administration

HB Section(s): 5.180

Program Name: Missouri Public Entity Risk Management Fund (MOPERM)

Program is found in the following core budget(s):

4. What are the sources of the "Other " funds?

All of MOPERM's operating funds are derived from its participating public entities. MOPERM's employees are provided by the Office of Administration, and MOPERM reimburses the State for all payroll and benefit costs pursuant to Section 537.705, RSMo.

5. What is the authorization for this program, i.e., federal or state statute, etc.? (Include the federal program number, if applicable.)

Sections 537.700-537.756, RSMo

6. Are there federal matching requirements? If yes, please explain.

No

7. Is this a federally mandated program? If yes, please explain.

No

PROGRAM DESCRIPTION

Department: Office of Administration

HB Section(s): 5.185

Program Name: Administrative

Program is found in the following core budget(s): Missouri Ethics Commission

1a. What strategic priority does this program address?

Leads and supports Commission services.

1b. What does this program do?

- Sets and directs Commission goals
- Assists and directs customers to the appropriate resource for guidance
- Ensure compliance of Sunshine Law requests for information
- Coordinate Commission meetings and hearings
- Provides information technology support
- Provides resources for state employee benefits, payroll and human resource issues and questions
- Furnishes supplies and equipment to support Commission's work

2a. Provide an activity measure(s) for the program.

The program serves the 24 team members, 6 Commissioners, and members of the public.

2b. Provide a measure(s) of the program's quality.

A survey was emailed and placed on our website in July and August of 2024 requesting individuals to provide feedback for services provided by the Missouri Ethics Commission. The survey was completed by 828 individuals who may interact with our agency via the website, telephone, e-mail, newsletter, etc. to receive assistance. Of the 828 responses, 734 individuals (89%) are somewhat to strongly satisfied with the assistance, services and tools provided by our agency.

2c. Provide a measure(s) of the program's impact.

The Commission makes transparency and public information a priority in our operations. The Commission's website provides detailed financial information about campaign expenditures and contributions and includes many publications, brochures, and web tutorials explaining Missouri's ethics laws, requirements, and regulations.

PROGRAM DESCRIPTION

Department: Office of Administration

HB Section(s): 5.185

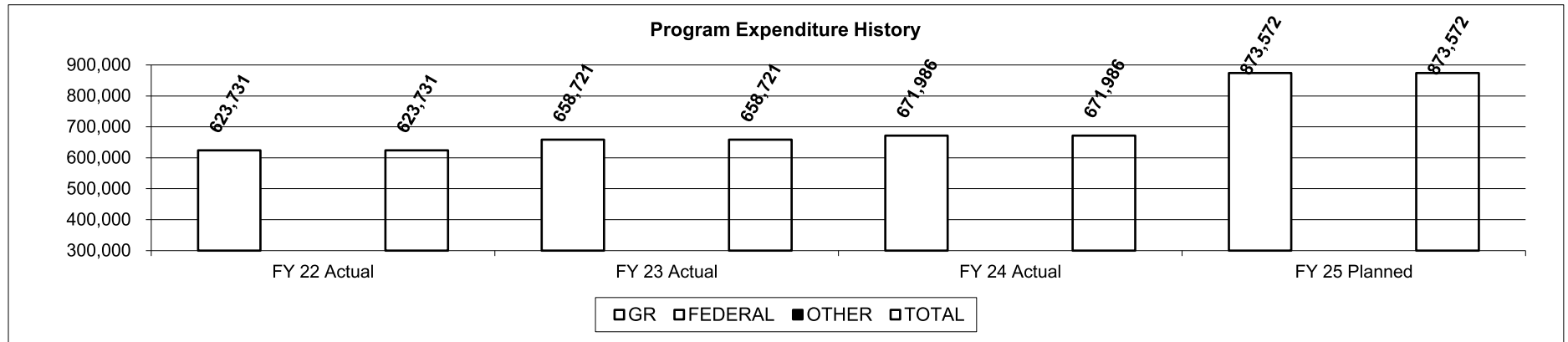
Program Name: Administrative

Program is found in the following core budget(s): Missouri Ethics Commission

2d. Provide a measure(s) of the program's efficiency.

The program measures efficiency in the turn-around time for requests of information and computer downtime. A response to a request for copies of public documents is usually processed within two days. The electronic filing systems are available 99% of the time for submission of required reports, viewing reports, and printing of submitted reports.

3. Provide actual expenditures for the prior three fiscal years and planned expenditures for the current fiscal year. (Note: Amounts do not include fringe benefit costs.)



4. What are the sources of the "Other " funds?

The Missouri Ethics Commission does not receive "other" funds.

5. What is the authorization for this program, i.e., federal or state statute, etc.? (Include the federal program number, if applicable.)

Chapter 105 RSMo

6. Are there federal matching requirements? If yes, please explain.

No

7. Is this a federally mandated program? If yes, please explain.

No

PROGRAM DESCRIPTION

Department: Office of Administration

HB Section(s): 5.185

Program Name: Campaign Finance Program

Program is found in the following core budget(s): Missouri Ethics Commission

1a. What strategic priority does this program address?

Ensure accurate and timely campaign finance reports

1b. What does this program do?

- Assist filers in understanding and complying with campaign finance laws
- Advise filers of reporting deadlines and monitor the timeliness of submission
- Conduct proactive training to educate filers on the laws and requirements
- Conduct report reviews for accuracy to ensure compliance with campaign finance laws
- Follow-up with committees as necessary if reports contain errors or lack certain details

2a. Provide an activity measure(s) for the program.

	FY 2022 Actual	FY 2023 Actual	FY 2024 Projected	FY 2024 Actual	FY 2025 Projected	FY 2026 Projected
Candidate Committees filing with our office	2166	2210	1638	2100	1467	2053
Continuing Committees (PACs) filing with our office	1068	1116	951	1169	920	960
Political Party Committees filing with our office	224	227	225	229	224	223

2b. Provide a measure(s) of the program's quality.

In July and August 2024, a survey was placed on the website and emailed requesting individuals to provide feedback for services provided by the Missouri Ethics Commission. The survey was completed by 430 individuals who interact with the campaign finance filing system. The survey indicated 88% strongly agreed or agreed Missouri Ethics Commission staff is knowledgeable, professional, and courteous. Also, 85% are satisfied or strongly satisfied with the timely service they receive and are comfortable contacting our staff knowing we are here to assist them. Lastly, an average of 205 individuals utilizes the in-person trainings, webinars/tutorials, publications, FAQs, and the filing system help module and 192 of those individuals were moderately to extremely satisfied with information.

PROGRAM DESCRIPTION

Department: Office of Administration

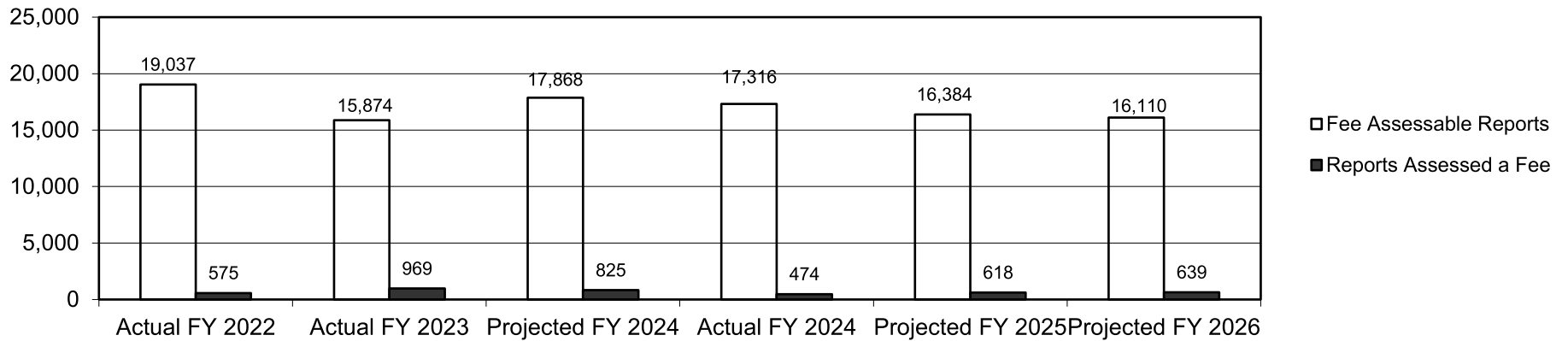
HB Section(s): 5.185

Program Name: Campaign Finance Program

Program is found in the following core budget(s): Missouri Ethics Commission

2c. Provide a measure(s) of the program's impact.

Campaign Finance Disclosure Reports



PROGRAM DESCRIPTION

Department: Office of Administration

HB Section(s): 5.185

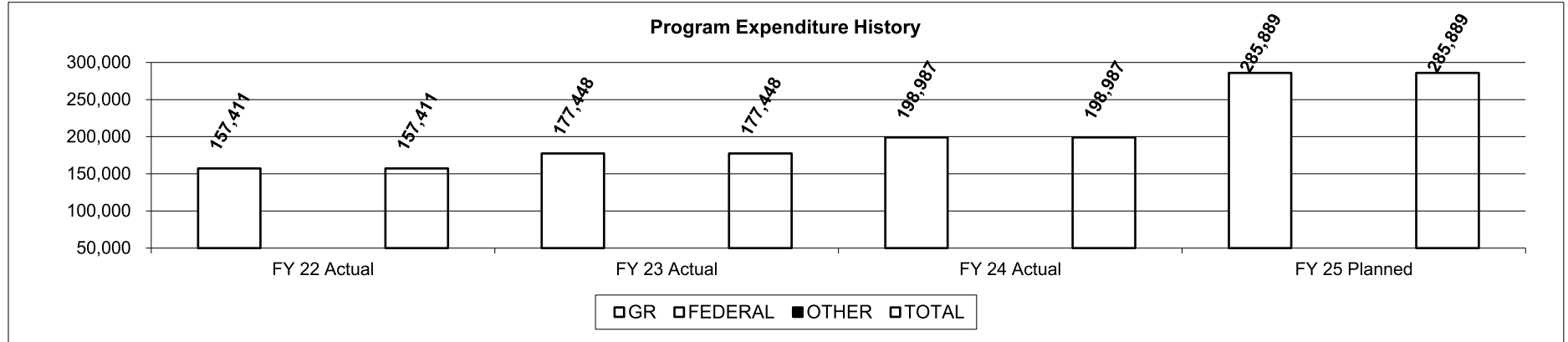
Program Name: Campaign Finance Program

Program is found in the following core budget(s): Missouri Ethics Commission

2d. Provide a measure(s) of the program's efficiency.

The Commission received 8028 full disclosure reports in FY 2024. After conducting inquiries of the full disclosure reports, 168 reports required staff to seek additional information from the committees or provide additional guidance to the committees. 73% of the reviews were closed within 45 days of initiation, indicating that the committee promptly responded and addressed any issues.

3. Provide actual expenditures for the prior three fiscal years and planned expenditures for the current fiscal year. (Note: Amounts do not include fringe benefit costs.)



4. What are the sources of the "Other " funds?

The Missouri Ethics Commission does not receive "other" funds.

5. What is the authorization for this program, i.e., federal or state statute, etc.? (Include the federal program number, if applicable.)

Chapter 130 RSMo

6. Are there federal matching requirements? If yes, please explain.

No

7. Is this a federally mandated program? If yes, please explain.

No

PROGRAM DESCRIPTION

Department: Missouri Ethics Commission

HB Section(s): 5.185

Program Name: Compliance Program

Program is found in the following core budget(s): Missouri Ethics Commission

1a. What strategic priority does this program address?

Investigate and enforce ethics laws.

1b. What does this program do?

- Receive and investigate citizen complaints relating to campaign finance, personal financial disclosure, lobbyist filings and conflict of interest
- Conduct audits of reports filed with the Commission
- Present Investigation and Audit reports for Commission review
- Upon Commission referral take appropriate legal action to enforce the violations of law
- Provide legal guidance to the Commission for the issuance of opinions
- Provide representation in late filing fee and enforcement appeals before the Administrative Hearing Commission

2a. Provide an activity measure(s) for the program.

	FY 2022 Actual	FY 2023 Actual	FY 2024 Projected	FY 2024 Actual	FY 2025 Projected	FY 2026 Projected
Complaints filed with our office	155	124	162	150	106	131
Opinion Requests	4	1	5	0	3	5
Late Fee Appeals	27	16	29	5	19	21

2b. Provide a measure(s) of the program's quality.

A survey was emailed and placed on our website in July and August 2024 requesting individuals to provide feedback for services provided by the Missouri Ethics Commission. The survey was completed by 828 individuals who may interact with our agency via the website, telephone, e-mail, newsletter, etc. to receive assistance. Of the 828 responses, 734 individuals (89%) are somewhat to strongly satisfied with the assistance, services and tools provided by our agency.

2c. Provide a measure(s) of the program's impact.

The Commission issued 15 final actions in FY 2022 which concluded in a Consent Order. Of the 15 final actions none of the Respondents did not have a new complaint before the Commission within 2 years.

PROGRAM DESCRIPTION

Department: Missouri Ethics Commission

HB Section(s): 5.185

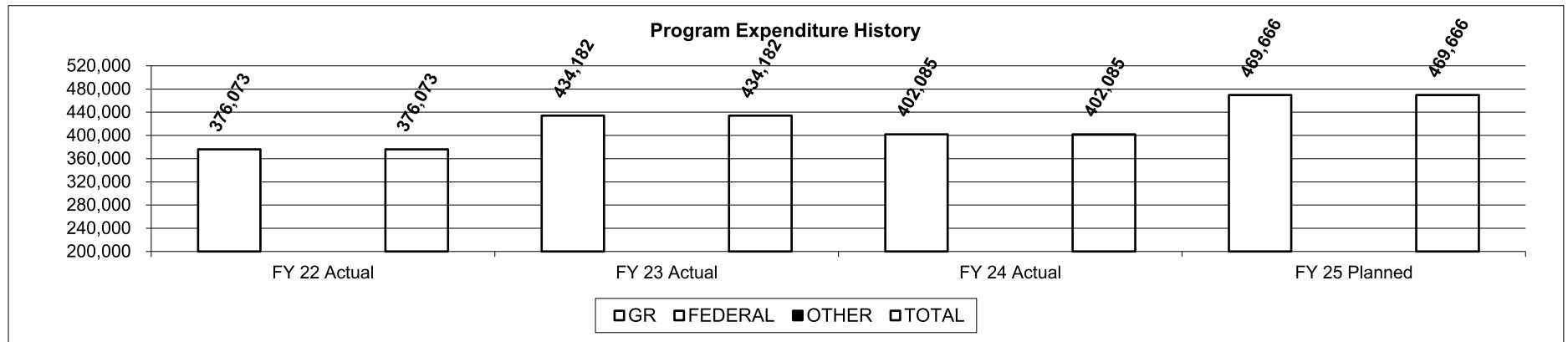
Program Name: Compliance Program

Program is found in the following core budget(s): Missouri Ethics Commission

2d. Provide a measure(s) of the program's efficiency.

In FY 2024, the Commission issued 36 final actions including the requirement to pay a fee within a 45-to-60-day timeframe and 35 individuals paid the fee within the required timeframe.

3. Provide actual expenditures for the prior three fiscal years and planned expenditures for the current fiscal year. (Note: Amounts do not include fringe benefit costs.)



4. What are the sources of the "Other " funds?

The Missouri Ethics Commission does not receive "other" funds.

5. What is the authorization for this program, i.e., federal or state statute, etc.? (Include the federal program number, if applicable.)

Chapter 105 RSMo

6. Are there federal matching requirements? If yes, please explain.

No

7. Is this a federally mandated program? If yes, please explain.

No

PROGRAM DESCRIPTION

Department Office of Administration

HB Section(s): 5.185

Program Name Lobbyist Program

Program is found in the following core budget(s): Missouri Ethics Commission

1a. What strategic priority does this program address?

Ensure lobbyists timely register and report expenditures.

1b. What does this program do?

- Assist lobbyists in understanding and complying with lobbyist laws
- Assist lobbyists with initial registration and yearly renewal
- Provide guidance to both lobbyists and public officials on the lobbyist reporting requirements
- Advise lobbyists of monthly reporting deadlines and monitor the timeliness of submission
- Communicate to each public official any expenditure made on their behalf by a lobbyist

2a. Provide an activity measure(s) for the program.

	FY 2022	FY 2023	FY 2024	FY 2024	FY 2025	FY 2026
	Actual	Actual	Projected	Actual	Projected	Projected
Lobbyists Registered with our office	1,057	914	1,067	943	938	932

2b. Provide a measure(s) of the program's quality.

In the July to September 2024, a survey was e-mailed and placed on the website requesting individuals to provide feedback in services provided by the Missouri Ethics Commission. The survey was completed by 96 individuals who interact with the lobbyist filing system. The survey indicated 81% strongly agreed or agreed Missouri Ethics Commission staff is knowledgeable, professional, and courteous. Also, 81% are satisfied or strongly satisfied with the timely service they receive and are comfortable contacting our staff knowing we are here to assist them. Lastly, an average of 44 individuals utilizes the in-person trainings, webinars/tutorials, publications, FAQs, and the filing system help module and 35 of those individuals were moderately to extremely satisfied with information.

PROGRAM DESCRIPTION

Department Office of Administration

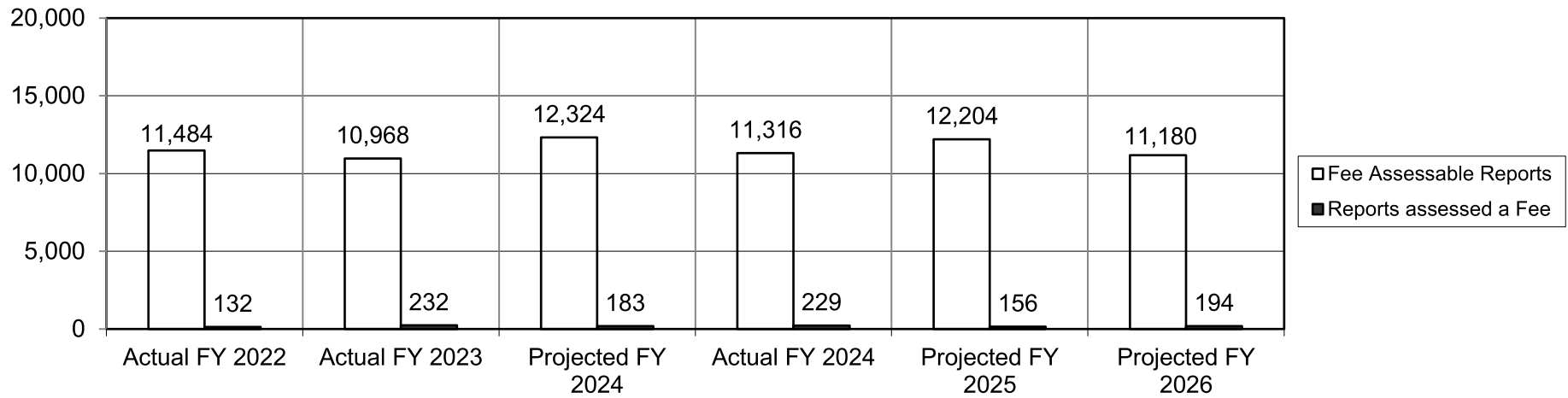
HB Section(s): 5.185

Program Name Lobbyist Program

Program is found in the following core budget(s): Missouri Ethics Commission

2c. Provide a measure(s) of the program's impact.

Lobbyist Late Filers



PROGRAM DESCRIPTION

Department Office of Administration

HB Section(s): 5.185

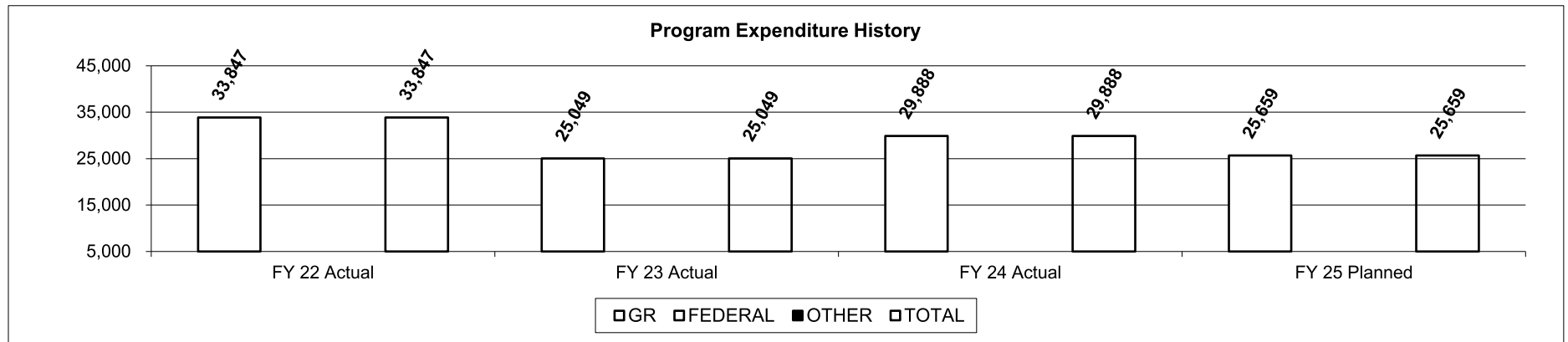
Program Name Lobbyist Program

Program is found in the following core budget(s): Missouri Ethics Commission

2d. Provide a measure(s) of the program's efficiency.

Lobbyists annually renew registration with the Commission. The renewal period begins December 1st with a deadline of January 5th. In FY 2024, 820 lobbyists were required to either renew their registration or terminate their registration. 560 complied by December 31st.

3. Provide actual expenditures for the prior three fiscal years and planned expenditures for the current fiscal year. (Note: Amounts do not include fringe benefit costs.)



4. What are the sources of the "Other " funds?

The Missouri Ethics Commission does not receive "other" funds.

5. What is the authorization for this program, i.e., federal or state statute, etc.? (Include the federal program number, if applicable.)

Chapter 105 RSMo

6. Are there federal matching requirements? If yes, please explain.

No

7. Is this a federally mandated program? If yes, please explain.

No

PROGRAM DESCRIPTION

Department: Office of Administration

HB Section(s): 5.185

Program Name: Personal Financial Disclosure Program

Program is found in the following core budget(s): Missouri Ethics Commission

1a. What strategic priority does this program address?

Ensure accurate and timely personal financial disclosures.

1b. What does this program do?

- Assist public officials, candidates, and employees of political subdivisions in understanding and complying with personal financial disclosure law
- Coordinate with political subdivisions to ensure they provide an accurate list of required filers to Commission
- Advise filers of reporting deadlines and monitor the timeliness of submission
- Proactive outreach to annual filers and candidate filers who are subject to potential removal from the ballot if filing late

2a. Provide an activity measure(s) for the program.

	FY 2022 Actual	FY 2023 Actual	FY 2024 Projected	FY 2024 Actual	FY 2025 Projected	FY 2026 Projected
Individuals filing Personal Financial Disclosures	12,476	12,388	12,251	13,063	11,383	12,579
Political Subdivisions contacted for budget information	4,391	4,427	4,456	4,469	4,489	4,530

2b. Provide a measure(s) of the program's quality.

In July and August 2024, a survey was e-mailed and placed on the website requesting individuals to provide feedback for services provided by the Missouri Ethics Commission. The survey was completed by 551 individuals who interact with the personal financial disclosure filing system. The survey indicated 81% strongly agreed or agreed Missouri Ethics Commission staff is knowledgeable, professional, and courteous. Also, 72% are satisfied or strongly satisfied with the timely service they receive and are comfortable contacting our staff knowing we are here to assist them. Lastly, an average of 205 individuals utilizes the in-person trainings, webinars/tutorials, publications, FAQs, and the filing system help module and 184 of those individuals were moderately to extremely satisfied with information.

PROGRAM DESCRIPTION

Department: Office of Administration

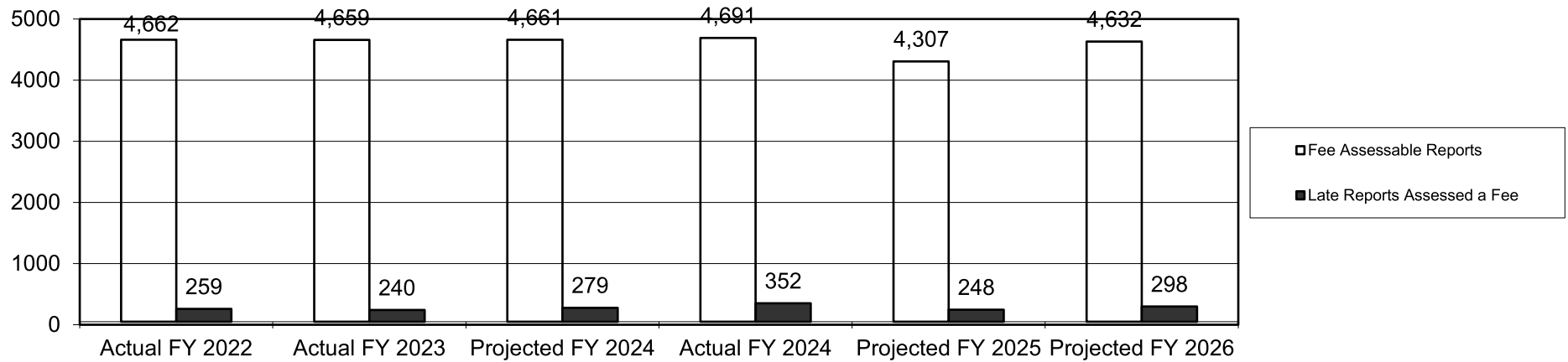
HB Section(s): 5.185

Program Name: Personal Financial Disclosure Program

Program is found in the following core budget(s): Missouri Ethics Commission

2c. Provide a measure(s) of the program's impact.

Personal Financial Disclosure Reports



PROGRAM DESCRIPTION

Department: Office of Administration

HB Section(s): 5.185

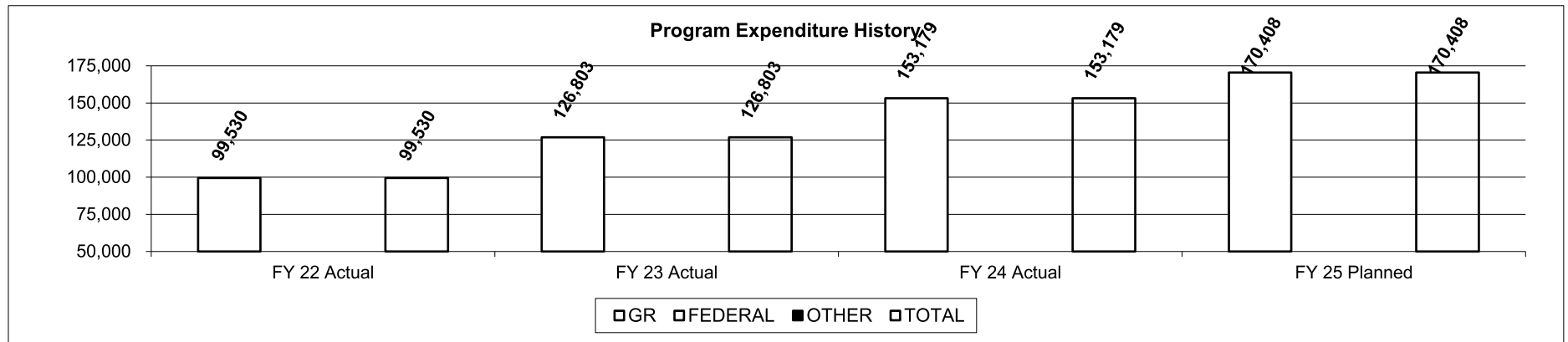
Program Name: Personal Financial Disclosure Program

Program is found in the following core budget(s): Missouri Ethics Commission

2d. Provide a measure(s) of the program's efficiency.

72% of the personal financial disclosure reports filed utilized our voluntary electronic filing system. 83% of the political subdivisions completed their annual operating budget designation and 82% completed the required filer list utilizing our voluntary electronic filing system.

3. Provide actual expenditures for the prior three fiscal years and planned expenditures for the current fiscal year. (Note: Amounts do not include fringe benefit costs.)



4. What are the sources of the "Other " funds?

The Missouri Ethics Commission does not receive "other" funds.

5. What is the authorization for this program, i.e., federal or state statute, etc.? (Include the federal program number, if applicable.)

Chapter 105 RSMo

6. Are there federal matching requirements? If yes, please explain.

No

7. Is this a federally mandated program? If yes, please explain.

No

PROGRAM DESCRIPTION

Department: Office of Administration

HB Section(s): 5.245

Program Name: CMIA and Other Federal Payments

Program is found in the following core budget(s): CMIA and Other Federal Payments

1a. What strategic priority does this program address?

Reimburse federal grant monies and penalties.

1b. What does this program do?

This program provides for payments to the federal government for items such as interest, refunds, and penalties.

The Federal Cash Management Improvement Act of 1990 and 1992 requires that the State track the draw down of federal funds for programs that exceed the threshold, as calculated using program expenditures. Interest is calculated using the daily equivalent of the annualized 13-week average treasury bill rate (2.32% in FY20, 1.24%% in FY21, 0.07% in FY22, 0.39% in FY23, 4.23% in FY24, estimated 4.75% in FY25). Interest calculated on program disbursements from July 2023 through June 2024 is due in March of 2025.

The State also prepares a Statewide Cost Allocation Plan in accordance with Title 2 of the Code of Federal Regulations Part 200. This plan is used to allocate central service costs to various federal programs. The federal Department of Health and Human Services reviews the plan for adherence to the Circular. Reimbursement to the federal government may be required for any disallowed cost. In FY 06, \$950,000 was reimbursed to the federal government. This represented their share of money that was swept from the OA Revolving Trust fund to the general revenue fund in FY 05.

This program also covers any IRS penalties that have been assessed.

2a. Provide an activity measure(s) for the program.

Compliance with the Cash Management Improvement Act of 1990 and 1992, Title 2 of the Code of Federal Regulations Part 200 and IRS Tax Code.

2b. Provide a measure(s) of the program's quality.

Agreement was negotiated with the federal government by June 30 deadline.

2c. Provide a measure(s) of the program's impact.

The CMIA program is required to obtain federal funding for State priorities.

PROGRAM DESCRIPTION

Department: Office of Administration

HB Section(s): 5.245

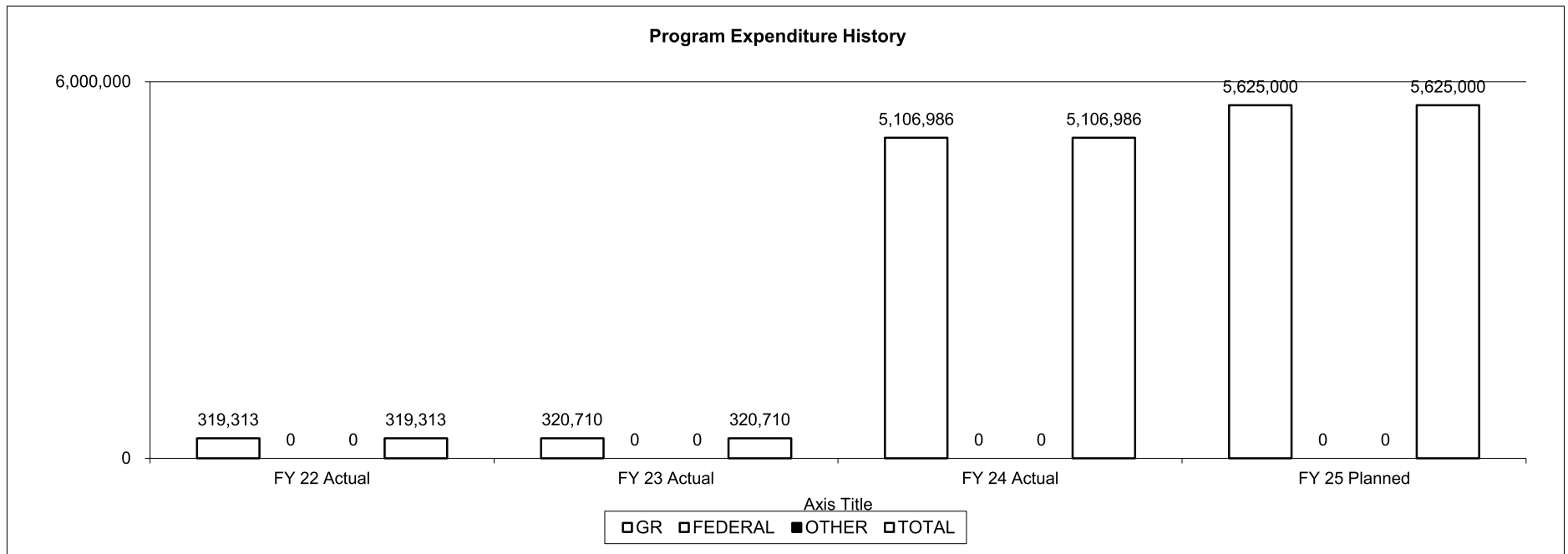
Program Name: CMIA and Other Federal Payments

Program is found in the following core budget(s): CMIA and Other Federal Payments

2d. Provide a measure(s) of the program's efficiency.

Payment to the federal government was paid by March 31.

3. Provide actual expenditures for the prior three fiscal years and planned expenditures for the current fiscal year. (Note: Amounts do not include fringe benefit costs.)



4. What are the sources of the "Other " funds?

Fund 0135 - Office of Administration - Federal and Other

Fund 0407 - Federal Surplus Property Fund

5. What is the authorization for this program, i.e., federal or state statute, etc.? (Include the federal program number, if applicable.)

Cash Management Improvement Act; Title 2 of the Code of Federal Regulations Part 200, IRS Tax Code

PROGRAM DESCRIPTION	
Department: Office of Administration	HB Section(s): 5.245
Program Name: CMIA and Other Federal Payments	
Program is found in the following core budget(s): CMIA and Other Federal Payments	
6. Are there federal matching requirements? If yes, please explain. No	
7. Is this a federally mandated program? If yes, please explain. Yes. (see 1b. above).	

PROGRAM DESCRIPTION

Department Office of Administration **HB Section(s):** 5.290 and 5.295

Program Name Distribution of Federal Payments to Counties

Program is found in the following core budget(s): Flood Control Leases and National Forest Reserves

	National Forest	Flood Control	TOTAL
FEDERAL	6,500,000	1,800,000	8,300,000

1a. What strategic priority does this program address?

Timely distribution of federal money received.

1b. What does this program do?

For Flood Control Leases, the Army Corps of Engineers distributes 75% of receipts from lands acquired for flood control purposes. For National Forest Acquired Lands and Schools and Roads - Grants to States, the U.S. Departments of Agriculture and Interior/Bureau of land Management distribute a portion of the National Forest Acquired Lands receipts they receive from the Mark Twain National Forest lands.

The Department of the Interior, Office of Natural Resource Revenue, distributes money for subsurface revenues on a monthly basis. Schools and Roads - Grants to States and Flood Control Lease monies are received annually. The Office of Administration monitors receipts, maintains payment schedules, communicates with counties, and sends payments as specified. Funds are to be used for the benefit of public schools and roads in the county in which the government land is located.

2a. Provide an activity measure(s) for the program.

Compliance with federal and state laws

2b. Provide a measure(s) of the program's quality.

Payments made in accordance with federal government instructions.

2c. Provide a measure(s) of the program's impact.

Thirty counties served for Schools and Roads - Grants to States and National Forest Acquired Lands. Thirty-three counties served for Flood Control

2d. Provide a measure(s) of the program's efficiency.

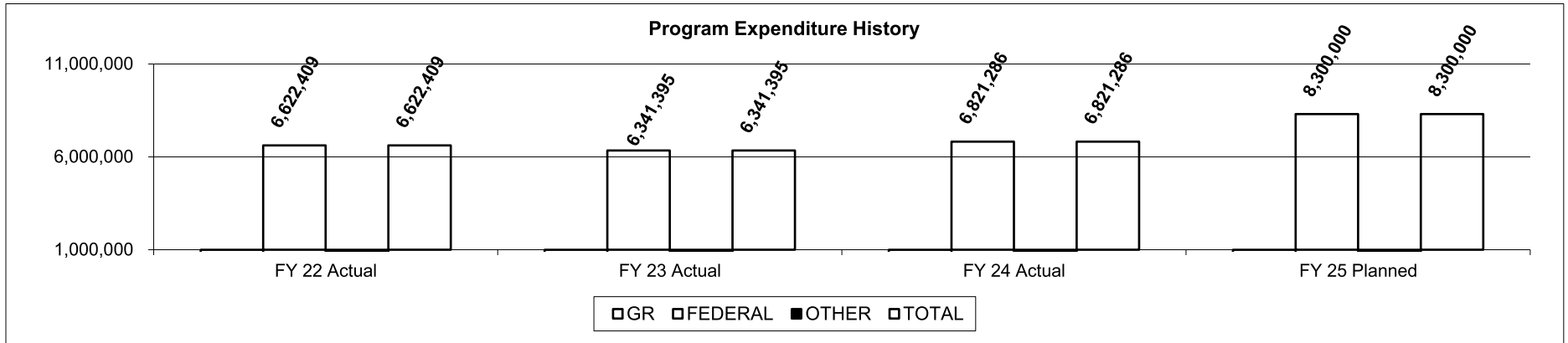
Funding is distributed to counties within one week of receipt of annual federal receipts for Schools and Roads - Grants to States and Flood Control Leases. In FY24, there were payments made to 28 counties.

Funding is received monthly for National Forest Acquired Lands and distributed to counties annually. In FY24, there were payments made to 29 counties.

PROGRAM DESCRIPTION

Department	Office of Administration	HB Section(s): 5.290 and 5.295
Program Name	Distribution of Federal Payments to Counties	
Program is found in the following core budget(s):	Flood Control Leases and National Forest Reserves	

3. Provide actual expenditures for the prior three fiscal years and planned expenditures for the current fiscal year. (Note: Amounts do not include fringe benefit costs.)



4. What are the sources of the "Other " funds?

N/A

5. What is the authorization for this program, i.e., federal or state statute, etc.? (Include the federal program number, if applicable.)

Flood Control Leases: 33 USC 701c3; State: Section 12.080, 12.090, and 12.100, RSMo; CFDA #12.112

Schools and Roads - Grants to States: Secure Rural Schools and Community Self Determination Act of 2000, Division C, Section 601(a), 16. U.S.C. 7101-7153; 16 U.S.C. 500.; CFDA #10.665

National Forest Acquired Lands: Minerals, Lands and Mining, 30 U.S.C 191(a), 355(b); Conservation, 16 U.S.C 499-500.; CFDA #15.438

6. Are there federal matching requirements? If yes, please explain.

No

7. Is this a federal mandated program? If yes, please explain.

It is part of federal law.

PROGRAM DESCRIPTION

Department	Office of Administration	HB Section(s): <u>5.300</u>
Program Name	Prosecutions-Crimes in Correctional Institutions/Capital Cases	
Program is found in the following core budget(s):	Prosecutions-Crimes in Correctional Institutions/Capital Cases	

1a. What strategic priority does this program address?

Reimbursement of prosecution costs.

1b. What does this program do?

The prosecution by counties of crimes occurring within institutions under the supervision and management of the Department of Corrections may be reimbursed by the Office of Administration (OA). Counties with state correctional institutions are: Audrain (Vandalia), Callaway (Fulton), Cole (Jefferson City), Cooper (Boonville), DeKalb (Cameron), Livingston (Chillicothe), Nodaway (Maryville), Moniteau (Tipton), Pike (Bowling Green), Randolph (Moberly), St. Francois (Farmington), St. Louis (Pacific), Texas (Licking), Washington (Potosi), and Webster (Ozark). Reimbursements are not to exceed 50% of expenses, and the amount of reimbursement may be based on the number of cases referred, filed, or tried. Also, OA may reimburse counties of the 3rd and 4th class for expenses related to trial of capital cases, if the counties, at the time of trial, are in a negative financial situation. Reimbursements may not exceed 50% of actual expenses.

2a. Provide an activity measure(s) for the program.

Compliance with statutes.

2b. Provide a measure(s) of the program's quality.

0 complaints received.

2c. Provide a measure(s) of the program's impact.

Number served:

0 - 15 Counties for Crimes in Correctional Institutions
0 - 91 3rd and 4th Class Counties

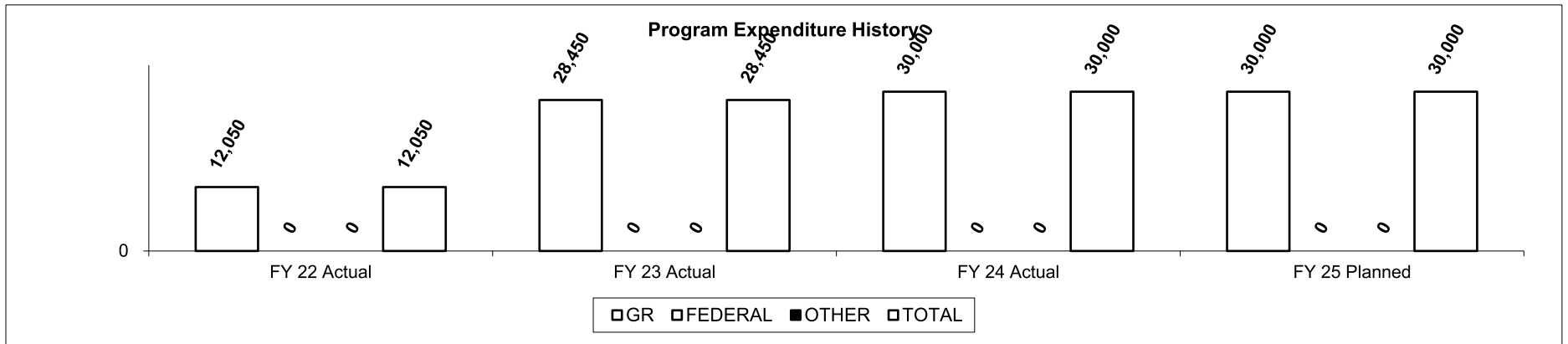
2d. Provide a measure(s) of the program's efficiency.

Payments made as requested by counties. In FY24, there were payments made to 5 counties.

PROGRAM DESCRIPTION

Department Office of Administration **HB Section(s):** 5.300
Program Name Prosecutions-Crimes in Correctional Institutions/Capital Cases
Program is found in the following core budget(s): Prosecutions-Crimes in Correctional Institutions/Capital Cases

3. Provide actual expenditures for the prior three fiscal years and planned expenditures for the current fiscal year. (*Note: Amounts do not include fringe benefit costs.*)



4. What are the sources of the "Other " funds?

N/A

5. What is the authorization for this program, i.e., federal or state statute, etc.? (Include the federal program number, if applicable.)

Section 50.850 and 50.853, RSMo

6. Are there federal matching requirements? If yes, please explain.

No

7. Is this a federally mandated program? If yes, please explain.

No

PROGRAM DESCRIPTION										
Department		Office of Administration							HB Section(s):	
Program Name		Debt Management								
Program is found in the following core budget(s):										
	BPB Debt Service	HB 5 Debt Annual Fees	L/P Debt Payments	MDFB - Historical Society	Fulton State Hospital Debt Service	Debt Mgmt	Jackson County	Bartle Hall Conv Center		TOTAL
GR	60,405,232	30,654	0	2,292,169	8,696,350	83,300	3,000,000	2,000,000		76,507,705
FEDERAL	0	0	0	0	0	0	0	0		0
OTHER	15,427,704	0	2,408,357	0	8,702,500	0	0	0		26,538,561
TOTAL	75,832,936	30,654	2,408,357	2,292,169	17,398,850	83,300	3,000,000	2,000,000		103,046,266

1a. What strategic priority does this program address?

Effectively manage outstanding debt by making payments timely and identifying financing opportunities to save the state money.

1b. What does this program do?

This program provides for payment of various fees associated with outstanding state debt, such as paying agent and escrow agent fees, arbitrage rebates, refunding and defeasance costs. It also provides for lead and supporting roles in most state debt financings, the three bond rating agencies. Debt oversight includes special obligation bonds, lease/purchase debt, convention center and dome financings, and certain projects associated with the Missouri Development Finance Board (MDFB). The following explains the various debt being managed:

Special Obligation Bonds: The Board of Public Buildings is authorized to issue \$1.545 billion in special obligation revenue bonds in accordance with Sections 8.420 and 8.665, RSMo. The amount of authorization outstanding and not issued as of 7/1/24 is \$291,200,000. There are ten (10) series of Board of Public Buildings bonds outstanding as of 7/1/24 in the amount of \$432,215,000. To date, the final series of bonds will mature on 10/1/41.

Missouri Development Finance Board: In FY 06, the Board issued \$28,995,000 of Missouri Development Finance Board Leasehold Revenue Bonds Series 2005 dated November 1, 2005. These bonds were issued to finance the purchase of one building in Florissant, one building in St. Louis, and one building in Jennings. Missouri Development Finance Board issued \$9,865,000 of Leasehold Revenue Bonds Series 2006 dated May 1, 2006. These bonds were issued to finance the purchase of one building in St. Louis. The State has entered into a lease with the Board. Payments under the lease agreement have been structured in amounts sufficient to pay principal and interest on the bonds. In June 2013, the state issued Refunding Leasehold Revenue Bonds Series A 2013 and Series B 2013 to refund a portion of the outstanding Series 2005 and 2006 Bonds. The principal amount of bonds outstanding as of 7/1/24 is \$15,180,000. The bonds will mature on 10/1/30.

Missouri Development Finance Board: The Board issued \$189,885,000 of Missouri Development Finance Board State of Missouri Annual Appropriation Bond Series 2014 and Series 2016 to finance the Fulton State Hospital project. The bonds are special, limited obligations of the Board and do not constitute a pledge of the full faith and credit of the State. The State has entered into a financing agreements with the Board. Payments under the financing agreement have been structured in amounts sufficient to pay principal and interest on the bonds, and are subject to annual appropriation by the State legislature. The principal amount of the Fulton bonds outstanding as of 07/01/24 is \$57,550,000. The bonds will mature on 10/1/32.

PROGRAM DESCRIPTION		
Department	Office of Administration	HB Section(s): _____
Program Name	Debt Management	
Program is found in the following core budget(s):		
<p>Missouri Development Finance Board: The Board issued \$33,800,000 of Missouri Development Finance Board State of Missouri Annual Appropriations Bond Series A 20 16 to finance the State Historical Society project. The bonds are special, limited obligations of the Board and do not constitute a pledge of the full faith and credit of the State. The State has entered into a financing agreement with the Board and payments under this agreement have been structured in amounts sufficient to pay principal and interest on the bonds, and are subject to annual appropriation by the State legislature. The principal amount of the Historical Society bonds outstanding as of 07/01/24 is \$22,785,000. The bonds will mature on 10/1/35.</p> <p>Convention Center and Sports Complex: In accordance with Sections 67.638-67.645, RSMo certain cities and counties are allowed to create a "Convention and Sports Complex Fund" for the purpose of developing, maintaining or operating sports, convention, exhibition, or trade facilities. The State may then contribute annually to each fund. The State has agreed to and is currently contributing to the Bartle Hall Convention Center and the Jackson County Sports Complex in Kansas City.</p> <p>The personal service and expense and equipment costs associated with this program, are not included in the costs presented in this form. Those costs are included in the Accounting Operations within the Division of Accounting. It is not cost beneficial to track the costs by program because of the overlap of job duties. The cost listed in this form are for the direct payment for debt and fees associated with that debt.</p>		

PROGRAM DESCRIPTION				
Department	Office of Administration			HB Section(s): _____
Program Name	Debt Management			
Program is found in the following core budget(s):				
SUMMARY OF OUTSTANDING BONDS				
Bond	Final Maturity Fiscal Year	Principal Amount Issued	Principal Amount Repaid	Principal Outstanding July 1, 2024
Board of Public Buildings Bonds				
Series A 2015 Lafferre Hall Project	2040	36,805,000	16,140,000	20,665,000
Series B 2015 State Facilities, Capitol, and Higher Education Projects	2030	60,000,000	34,480,000	25,520,000
Series A 2016 State Facilities, Capitol, and Higher Education Projects	2036	100,000,000	51,845,000	48,155,000
Series A 2017 Higher Education Projects	2032	77,165,000	31,080,000	46,085,000
Series A 2018 State Facilities and Capitol Projects	2038	47,740,000	18,275,000	29,465,000
Series A 2021 State Parks Projects	2041	60,885,000	8,535,000	52,350,000
Series A 2011 Refunding	2029	143,020,000	56,210,000	25,080,000
Series A 2014 Refunding	2031	88,680,000	41,155,000	47,525,000
Series A 2015 Refunding	2025	20,250,000	9,860,000	10,390,000
Series A 2020 Refunding	2026	38,920,000	28,170,000	10,750,000
Series B 2020 Refunding	2029	<u>172,850,000</u>	<u>56,620,000</u>	<u>116,230,000</u>
Board of Public Buildings Total*		846,315,000	352,370,000	432,215,000
* Outstanding Issues Only				

PROGRAM DESCRIPTION				
Department	Office of Administration			HB Section(s): _____
Program Name	Debt Management			
Program is found in the following core budget(s):				
Bond _____	<u>Final Maturity Fiscal Year</u>	<u>Principal Amount Issued</u>	<u>Principal Amount Repaid</u>	<u>Principal Outstanding July 1, 2024</u>
MDFB - State Historical Society:				
Series A 2016	2036	33,800,000	11,015,000	22,785,000
MDFB - Fulton Hospital:				
Series 2014	2040	92,660,000	58,965,000	33,695,000
Series 2016	2040	97,225,000	73,370,000	23,855,000
MDFB - Office Buildings:				
Series A 2013 - Refunding	2031	21,820,000	10,520,000	11,300,000
Series B 2013 - Refunding	2031	7,450,000	3,570,000	3,880,000
<p>2a. Provide an activity measure(s) for the program.</p> <p style="margin-left: 40px;">New bonds Issued during FY24: 0 Total Principal Amount of Bonds Paid During FY24: \$69,615,000.</p> <p>2b. Provide a measure(s) of the program's quality.</p> <p style="margin-left: 40px;">Number debt payments made timely: 30/30</p> <p style="margin-left: 40px;">Missouri was rated AA+ (one notch off AAA), stable outlook by Fitch, and Standard & Poors rating agencies. Missouri was rated Aa1 by Moody's rating agency.</p> <p>2c. Provide a measure(s) of the program's impact.</p> <p style="margin-left: 40px;">Due to the AA+ rating, Missouri is able to purchase debt a lower rate, saving taxpayer money.</p> <p>2d. Provide a measure(s) of the program's efficiency.</p> <p style="margin-left: 40px;">Staff spent approximately 40 hours annually on bond oversight.</p>				

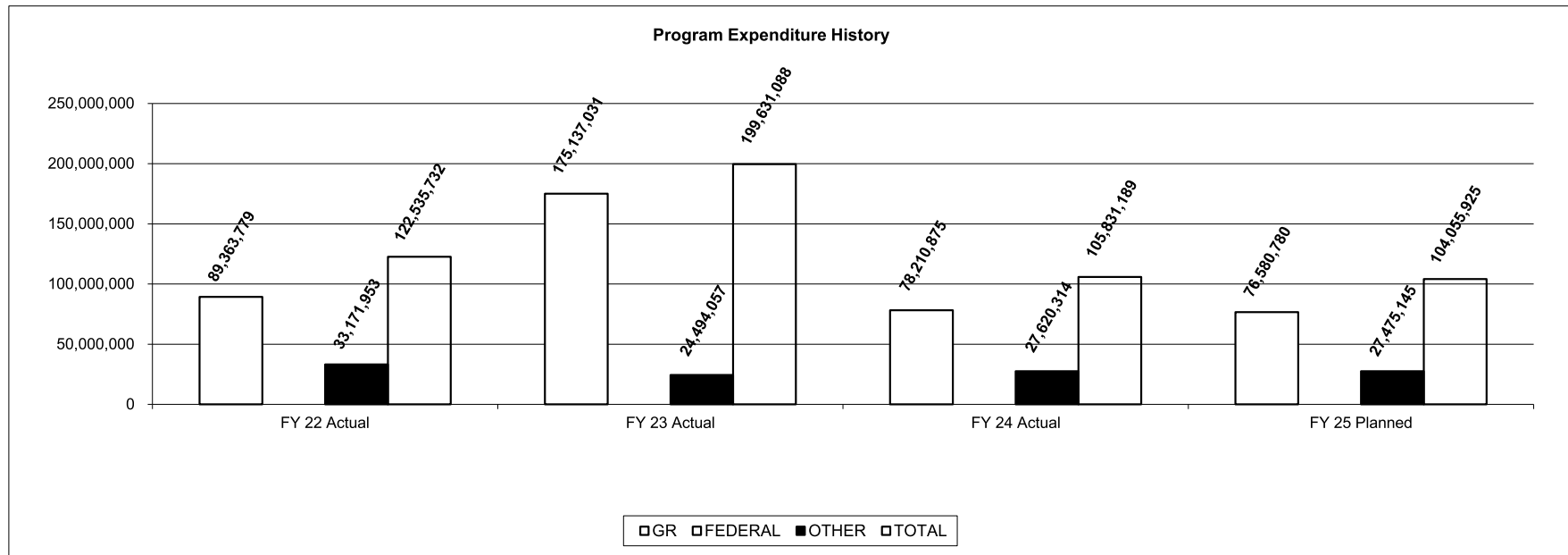
PROGRAM DESCRIPTION

Department Office of Administration

HB Section(s): _____

Program Name Debt Management

Program is found in the following core budget(s): _____



4. What are the sources of the "Other " funds?

Facilities Maintenance Reserve Fund (0124)
State Park Earnings Fund (0415)

Fulton State Hospital Bond and Interest Series A 2014 (0396)
State Facility Maintenance and Operation Fund (0501)

5. What is the authorization for this program, i.e., federal or state statute, etc.? (Include the federal program number, if applicable.)

Chapter 8, RSMo; Sections 67.638-67.645; 67.650-67.658; 178.892-178.896, and 288.128, 288.310, and 288.330, RSMo

6. Are there federal matching requirements? If yes, please explain.

No

7. Is this a federally mandated program? If yes, please explain.

No